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PENDIDIKAN
SULTAN IDRIS
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SULTAN IDRIS EDUCATION UNIVERSITY

BENCHMARKING REPORT UNIVERSITI PENDIDIKAN SULTAN IDRIS MALAYSIA

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**UNDERGRADUATE PROGRAM IN MANAGEMENT
FACULTY OF ECONOMICS AND BUSINESS
WAHID HASYIM UNIVERSITY**

BENCHMARKING ACTIVITY REPORT
UNIVERSITI PENDIDIKAN SULTAN IDRIS MALAYSIA



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BENCHMARKING REPORT

UNIVERSITI PENDIDIKAN SULTAN IDRIS MALAYSIA




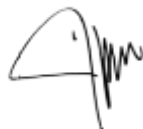
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CHAPTER I

INTRODUCTION

A. Background

Libraries are an integral part of the educational and cultural infrastructure of a society. The role of the library is not only as a provider of access to information but also as a center for learning, research, and community development. Along with technological developments and social dynamics, libraries are faced with various challenges and opportunities to improve their services and operational effectiveness.

In facing these challenges, it is important for libraries to evaluate and compare their performance with other libraries, both at the local, national, and international levels. It aims to identify best practices, understand industry trends, and gain insights that can support better decision-making.

One approach used in comparing library performance is through benchmarking. Benchmarking is the systematic process of comparing the performance, practices, and processes of an organization with other organizations that are considered industry leaders or have best practices in their field.

In the context of libraries, benchmarking can help in several ways including: (1) Identify performance gaps: by comparing library performance with other similar libraries, we can identify areas where our library may lag behind or have a competitive advantage; (2) Best practices: through benchmarking libraries can learn best practices applied by other libraries to improve operational efficiency, increase user satisfaction, and expand service coverage; (3) Understanding of industry trends: by comparing library performance and practices with other libraries, we can understand emerging industry trends and anticipate upcoming changes; (4) Action plan development: the results of benchmarking can be used to design action plans oriented towards performance improvement, service innovation, and human resource development.

Based on the above background, the Management Study Program of Wahid Hasyim University held a benchmarking with Universiti Pendidikan Sultan Idris (UPSI) Malaysia.

B. Event Name

"Benchmarking Activities between Management Study Program of Wahid Hayim University and Sultan Idris Education University Malaysia".

C. Activity Objectives

Based on the background above, the objectives of this benchmarking activity include the following.

1. Identify best practices that have been proven to work in other libraries. This can include collection management strategies, approaches in providing services to users, technology used, or human resource management.
2. Evaluate their performance in relation to similar libraries. This allows them to know which areas need improvement or improvement, as well as find advantages that can be used as a reference.
3. Through benchmarking activities, libraries can understand the latest industry trends, such as changes in user preferences, developments in information technology, or innovations in service provision.
4. Through the benchmarking process, libraries can build collaboration networks with other libraries that have similar interests and challenges. It can facilitate the exchange of knowledge and experience, as well as promote cooperation in joint projects.

CHAPTER II

PROCESS OF IMPLEMENTATION OF ACTIVITIES

A. Brief Profile of Partner Institutes

Universiti Pendidikan Sultan Idris (UPSI) was established on May 1, 1997 based on the Order of Universiti Pendidikan Sultan Idris (Company) in 1997 and the Order of Universiti Pendidikan Sultan Idris (Campus) in 1997 through State Gazette P.U(A) 132 & 133 dated February 24, 1997. UPSI is located in Tanjung Malim, Perak Darul Ridzuan. UPSI has two campuses namely Sultan Abdul Jalil Shah Campus (KSAJS) and Sultan Azlan Shah Campus (KSAH) which are unique in terms of educational leadership based on historical splendor and leading global change.

UPSI is committed to bringing change in the field of education by disseminating knowledge through teaching and learning processes, research, publications, negotiations and community service in order to excel human resource development at the domestic and international levels. UPSI has a vision to become a prestigious university that provides outstanding leadership in education, based on excellence, broad experience and high-level competence in the face of global change. To achieve this vision, UPSI has a mission to produce and foster knowledge through teaching, research, publication, consultation and community service.

B. Expected Results

With the benchmarking activities of the Management Study Program of Wahid Hasyim University with Universiti Pendidikan Sultan Idris (UPSI) Malaysia, it is expected that future results are as follows.

1. Unwahas Management Study Program can obtain input from UPSI which includes recommendations to improve operational efficiency, improve services to users, or develop human resource capacity.
2. Unwahas Management Study Program can make better decisions related to libraries that include long-term strategy planning, budget allocation, and resource investment.
3. Unwahas Management Study Program can develop new ideas and introduce changes needed to improve library performance.
4. Unwahas Management Study Program can establish further cooperation or collaboration with UPSI related to library development.

C. Time and Place of Activity

Day, Date : Wednesday, February 21, 2024

Time : 09.00 MYT - finish

Venue : Universiti Pendidikan Sultan Idris (UPSI), Malaysia

D. Activity Methods

Benchmarking activities between the Management Study Program of Wahid Hasyim University and Sultan Idris Education University (UPSI) are carried out with the following methods.

1. Method of presentation of material explanation with topics around libraries.
2. Question and answer method

CHAPTER III

ACHIEVEMENT OF ACTIVITY RESULTS

A. Results Obtained

The results obtained from benchmarking activities between the Management Study Program of Wahid Hasyim University and Sultan Idris Education University (UPSI) Malaysia are as follows.

1. **Improved Operational Efficiency**
By comparing operational processes and practices with other, more efficient libraries, libraries can identify areas where they can make improvements to improve their operational efficiency. This can result in cost savings, more effective use of resources, and increased productivity.
2. **Improved Service Quality**
Through benchmarking, libraries can adopt best practices in providing services to users. This can increase user satisfaction, improve information accessibility, and create a more positive user experience overall.
3. **Strategy Customization**
By learning strategies successfully implemented by other libraries, libraries can adapt their own strategies to achieve set goals. This can include marketing strategies, collection development, or the use of information technology.
4. **HR Competency Development**
Through benchmarking, libraries can identify training and development needs for their staff. This can help improve the competence and skills of staff in providing quality services to users.
5. **Introduction to Innovation**
Through exploration of best practices from other libraries, libraries can introduce new innovations in their operations. This may include the use of new technologies, the development of new service programs, or the implementation of more effective management methods.
6. **Increased Recognition and Reputation**
By achieving significant results through benchmarking activities, libraries can increase their recognition and reputation among users, stakeholders, and the

community at large. This can strengthen the library's position as a credible and relevant center of information and learning.

7. Better Decision-Making

The results of benchmarking activities can be used as a basis for better decision making. This can assist libraries in planning long-term strategies, budget allocations, and service program development.

8. Improved Collaboration

Through the exchange of information and experience with other libraries, benchmarking activities can promote collaboration between libraries. This can create opportunities to share resources, develop joint projects, and strengthen professional networks among libraries.

The outputs resulting from this activity include the following.

1. An Implementation Agreement (IA) document was produced between Wahid Hasyim University and Sultan Indris Education University regarding benchmarking.
2. The production of the Benchmarking Activity Report document as evidence of the implementation of activities.

CHAPTER IV

CONCLUDING

A. Conclusion

From the results of benchmarking activities in the library field, it can be concluded that there are various best practices that can be adopted and applied to improve library performance. Through comparison with other libraries, a number of areas have been identified where libraries can improve efficiency, improve services to users, and develop library capacity to respond to the challenges faced in this digital era. Analysis of findings from benchmarking activities provides valuable insights into industry trends, best practices, and potential improvements that can increase the relevance and positive impact of libraries in society.

B. Recommendations

Based on the conclusions above, some recommendations that can be considered to increase the benefits of benchmarking activities in the future are as follows.

1. Libraries should continually strive to improve the accessibility of collections and services, including through the use of digital technologies and innovative programs.
2. It is important to continuously develop and update the collection of relevant and quality information sources according to user needs and interests, as well as expand the reach of digital information sources.
3. Libraries should focus on developing support services, such as training and education programs, reference services, and comfortable learning spaces, to support learning and development needs.
4. It is important to strengthen cooperation and collaboration between libraries, as well as with educational institutions, governments, and other community organizations, to enhance the exchange of knowledge, resources, and support.
5. Libraries should continue monitoring and evaluating their performance continuously, using appropriate indicators, to measure the impact of the Company's services and adjust operational strategies according to user needs and industry trends.

ATTACHMENT

