

ABSTRAK

ANALISIS TENTANG KETERLAMBATAN PENGEMBALIAN BUKU DAN PENERAPAN SANKSI DENDA DI UPA PERPUSTAKAAN ITERA

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Penelitian ini menganalisis fenomena keterlambatan pengembalian buku di UPA Perpustakaan ITERA yang mencatat angka keterlambatan sebesar 21,01% pada periode 2023–2026. Penelitian bertujuan mengidentifikasi faktor penyebab keterlambatan pengembalian buku, mendeskripsikan mekanisme penerapan sanksi denda, menganalisis persepsi pemustaka terhadap denda tersebut, serta mengidentifikasi kendala yang dihadapi pustakawan dalam pelaksanaannya, metode yang digunakan adalah kualitatif deskriptif dengan desain studi kasus (*case study*). Pemilihan informan dilakukan secara *purposive sampling* hingga mencapai saturasi data. Pengumpulan data menggunakan teknik wawancara mendalam terhadap 5 informan kunci, observasi, dan studi dokumentasi, serta didukung oleh data survei terhadap 86 responden mahasiswa. Hasil penelitian menunjukkan bahwa keterlambatan dipicu oleh faktor internal berupa kepadatan jadwal akademik, perilaku lupa akibat ketergantungan pada pengingat digital (*digital amnesia*), dan keputusan sadar pemustaka (*planned late behavior*). Faktor eksternal seperti jarak gedung perpustakaan dan sistem pengingat email yang masih bersifat manual turut memperparah kondisi tersebut. Sanksi denda sebesar Rp1.000/hari dinilai kurang memberikan efek jera dan sering dianggap sebagai biaya tambahan untuk fleksibilitas waktu. Kesimpulannya, sanksi finansial tidak cukup efektif tanpa dukungan teknologi yang terotomatisasi. Peneliti menyarankan modernisasi sistem melalui otomatisasi email pengingat pada SLiMS, penyediaan pembayaran QRIS, serta integrasi sanksi dengan sistem akademik (KRS) untuk meningkatkan kepatuhan pemustaka.

Kata Kunci: Keterlambatan Buku, Sanksi Denda, Perpustakaan Perguruan Tinggi, Kedisiplinan Pemustaka.

ABSTRACT**AN ANALYSIS OF DELAYS IN BOOK RETURNS AND THE IMPOSITION
OF FINES AT THE ITERA UNIVERSITY LIBRARY****By****SERLI YANA**

This study analyzes the phenomenon of late book returns at the ITERA University Library, which recorded a late return rate of 21.01% during the 2023–2026 period. This study aims to identify the factors causing late book returns, describe the mechanism for applying fines, analyze patrons' perceptions of these fines, and identify the challenges faced by librarians in implementing them. The method used is descriptive qualitative with a case study design. Informants were selected through purposive sampling until data saturation was reached. Data collection utilized indepth interviews with five key informants, observation, and document analysis, supplemented by survey data from 86 student respondents. The research results indicate that late returns are triggered by internal factors such as a heavy academic schedule, forgetfulness due to reliance on digital reminders (digital amnesia), and conscious decisions by library users (planned late behavior). External factors, such as the distance to the library building and a manual email reminder system, further exacerbate the situation. A fine of Rp1,000 per day is considered insufficient to serve as a deterrent and is often viewed as an additional cost for time flexibility. In conclusion, financial penalties are not sufficiently effective without the support of automated technology. Researchers recommend modernizing the system by automating reminder emails in SLiMS, implementing QRIS payments, and integrating penalties with the academic system (KRS) to improve user compliance.

Keywords: Book Overdue, Late Fees, University Library, Patron Discipline.