

Perbandingan penerapan tata kelola teknologi informasi pada instansi pemerintah dan swasta di Indonesia = The comparison of information technology governance application in government agencies and private sector in Indonesia

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20350057&lokasi=lokal>

Abstrak

Penggunaan Teknologi Informasi (TI) sangat penting pada era informasi. Berdasarkan Global Status Report on the Governance of Enterprise IT (GEIT) tahun 2011, telah dilakukan survei di 21 negara. Hasil survei menunjukkan bahwa 94% responden menyatakan teknologi informasi sangat penting atau penting bagi organisasinya. Pentingnya penerapan TI ini harus didukung dengan tata kelola TI yang baik pula. Penerapan tata kelola TI mempunyai pendekatan (model dan framework) beragam sehingga dalam penerapannya terdapat beragam variasi.

Penelitian ini bertujuan untuk menganalisa berbagai penerapan tata kelola TI di 29 instansi pemerintah dan 19 swasta di Indonesia. Penelitian dilakukan dengan melakukan pemetaan menggunakan model Van Grembergen, Weill & Ross, ITGI, AS-8015 dan framework COBIT. Berdasarkan pemetaan tersebut dilakukan perancangan dan perbandingan terhadap perbedaan dan persamaan untuk mendapatkan karakteristik masing-masing instansi.

Hasil penelitian ini adalah adanya karakteristik yang berbeda pada instansi pemerintah dan swasta. Karakteristik tata kelola TI pada instansi pemerintah antara lain adanya regulasi pemerintah sebagai stakeholder value driver, yaitu Peraturan Presiden Pengadaan Barang dan Jasa dan Peraturan Menteri Kominfo tentang Panduan Umum Tata Kelola TIK Nasional. Selain itu Stakeholder value driver diarahkan oleh Tupoksi, informasi cepat & akurat, keterbukaan informasi, pelayanan prima, administrasi yang bersih dan cepat, dan kinerja TI yang optimal. Sedangkan pada instansi swasta, karakteristik yang berbeda adalah regulasi pemerintah sesuai sektor perusahaan seperti perbankan, telekomunikasi, asuransi, dan lain-lain yang merupakan stakeholder value driver / business pressure. Stakeholder value driver lainnya yaitu pertumbuhan bisnis, persaingan bisnis, perkembangan teknologi, perkembangan pasar, peningkatan layanan dan Return of Investment. Hasil kajian terhadap kesesuaian antara model dan framework dari teori dengan penerapannya, 24 instansi pemerintah dan 14 instansi swasta yang sudah 100% memenuhi (comply) terhadap komponen tata kelola TI yang digunakan.

<hr><i>The use of Information Technology (IT) in the era of information is very essential. Based on the Global Status Report on the Governance of Enterprise IT (GEIT) in 2011, a survey has been conducted in 21 countries. The survey results showed that 94% of respondents confirmed that information technology is important or very important to their organization. The importance of IT application must be supported by good governance as well. The implementation of IT governance has various method (model and framework) so there are also several types in its impelentation.

The purpose of this research was to analyze the implementation of IT governance in 29 government

agencies and 19 private sectors in Indonesia. The research was conducted by mapping and used Van Grembergen, Weill & Ross, ITGI, AS-8015 models and also COBIT framework. Based on the mapping, in order to obtain the characteristics of each agency, the design and comparison of differences and similarities was done.

From the data analysis, it has been recognized that there are different characteristics in government agencies and private sectors. The characteristics of IT governance in government agencies such as government regulation as stakeholder value driver, which are Presidential Regulation about Procurement and Regulation of Minister of Kominfo on Pedoman Umum Tata Kelola TIK Nasional. Besides, Stakeholder value drivers is directed by Tupoksi, the information is fast and accurate, the information is accessible, the service is excellent, the administration is clean and fast, and maximum IT performance. While the characteristics in the private sectors are government regulation related to the companies sector, such as banking, telecommunication, insurance, etc. Other stakeholder value driver, such as namely business growth, business competition, technological development, market development, service improvement and return on investment. The result of this research on the compatibility between model and framework of the theory to its application, there are 24 government agencies and 14 private sectors that has been 100 % complied upon the component of IT governance applied.</i>