

# Evaluasi Tingkat Kematangan Dan Penyusunan Rekomendasi Tata Kelola Teknologi Informasi Dengan Kerangka Control Objective of Information and Related Technology 2019: Studi Kasus Sekretariat Pengadilan Pajak = Maturity Evaluation and Improvement Recommendation of Information Technology Governance with the Control Objective of Information and Related Technology 2019 Framework: A Case Study of Tax Court Secretariat

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## Abstrak

Tata kelola TI merupakan hal yang penting bagi organisasi yang menggunakan teknologi informasi dalam mendukung proses bisnisnya. Di lingkungan Kementerian Keuangan tata kelola TI diatur berdasarkan Peraturan Menteri Keuangan Nomor 97/PMK.01/2017. Saat ini terdapat beberapa kendala yang dimiliki oleh Sekretariat Pengadilan Pajak berkaitan dengan tata kelola TI. Penelitian ini dilakukan untuk dapat mengetahui tingkat kematangan tata kelola TI dan memberikan rekomendasi perbaikan yang bertujuan untuk meningkatkan penerapan tata kelola TI di Sekretariat Pengadilan Pajak. Metode penelitian menggunakan mixed method dengan 4 tahap yaitu coding, data entry, data display dan pengambilan keputusan. Data primer didapatkan melalui wawancara dan focus group discussion terhadap sepuluh narasumber yang terdiri dari Kepala Subbagian Operasional dan Pemeliharaan TIK, pejabat fungsional, dan staf IT. Pengukuran tingkat maturitas menunjukkan terdapat 5 proses managed configuration, managed problem, managed IT change, managed asset, dan managed knowledge berada pada tingkat kapabilitas level 1 (performed) yaitu dan 5 proses managed risk, managed service request, managed continuity, managed security, dan managed requirement definition berada pada tingkat kapabilitas level 2 (managed). Manfaat dari penelitian ini adalah memberikan rekomendasi kepada Sekretariat Pengadilan Pajak perbaikan tata kelola TI yang disampaikan berdasarkan aktivitas-aktivitas terbaik yang disediakan oleh COBIT 2019.

.....IT Governance is important for organizations that use information technology to support their business processes. Within the Ministry of Finance, IT governance is regulated by Minister of Finance Regulation Number 97/PMK.01/ 2017. Currently, there are several obstacles faced by the Secretariat of the Tax Court with regard to IT governance. This research was conducted to determine the maturity level of IT governance and provide recommendations for improvement aimed at improving the implementation of IT governance at the current Tax Court Secretariat. The research method uses mixed method with 4 stages, namely coding, data entry, data display and decision making. Primary data were obtained through interviews and focus group discussions of ten resource persons consisting of the Head of the ICT Operations and Maintenance Subdivision, functional officials, and IT staff. Maturity level measurement show that there are 5 processes managed configuration, managed problem, managed IT change, managed asset, and managed knowledge at the capability level 1 (performed) and 5 processes managed risk, managed service request, managed continuity, managed security, and managed requirement definition at the capability level 2 (managed). The benefit of this research is to provide recommendations to Secretariat of the Tax Court for improving IT governance based on the best activities provided by COBIT 2019.