

Pengembangan E-Government Maturity Framework Berdasarkan Cobit 5 Dan Pengimplementasiannya Pada Tingkat Kota: Studi Kasus Kota Depok Dan Kota Tangerang Selatan = Developing E-Government Maturity Framework Based On Cobit 5 And Implementing In City Level: Case Study Depok City And South Tangerang City

Fikri Akbarsyah Anza, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920535973&lokasi=lokal>

Abstrak

Pemakaian E-Government dalam tercapainya good governance telah dilakukan pemerintah daerah demi melayani masyarakat. Namun, tidak semua pemerintah daerah mampu mengimplementasikannya. PeGI yang telah digunakan sebagai tolak ukur pemeringkatan yang bersifat untuk mengecek kesiapan suatu daerah pun kurang dapat memberikan gambaran keseluruhan proses apa saja yang perlu diperhatikan untuk mengembangkan E-Government pemerintah daerah. Terlebih munculnya masalah sosial, seperti budaya organisasi dan manajemen SDM yang menghambat kematangan E-Government daerah. Oleh karena itu, diperlukan satu E-Government maturity framework yang mampu menjadi acuan dalam mengembangkan kematangan E-Government pemerintah daerah serta mampu menghadapi masalah sosial yang muncul. Penelitian ini merupakan penggabungan penelitian terdahulu yang menggunakan metode meta-sintesis dengan best practice utama Control Objective for Information and Related Technology 5 (COBIT 5) yang telah disesuaikan dengan faktor masalah sosial. Perancangan framework diawali dengan pengidentifikasian prinsip bisnis pemerintah daerah, stakeholders, concerns, requirement, dan obstacles. Setelah itu, disusun tahapan dari gabungan teori terdahulu dengan best practices, dimensi dari teori terdahulu dengan concerns, proses penilaian dari COBIT dan expert judgement; sehingga dihasilkan satu bentuk maturity framework dengan memiliki enam jenis tahapan, delapan jenis dimensi, empat jenis kategori utama dan 69 jenis sub-kategori proses penilaian. Setelah framework diuji dan dievaluasi, hasil pengujian framework telah selaras dengan hasil PeGI; untuk hasil evaluasi pemerintah daerah yang memiliki nilai baik, terdapat kendala dalam masalah sosial dan masalah pendokumentasian. Untuk pemerintah daerah dengan nilai sangat rendah, terdapat kendala umum; mulai dari minim infrastruktur, SDM kurang siap, rendah pemahaman tata kelola dan manajemen TI; serta kurang dapat memahami bagaimana IT Master Plan diimplementasikan.

.....The use of E-Government in achieving good governance has been done by government to serve citizen nowadays. However, not all local government were able to implement it. PeGI has been used as a benchmark to check government's readiness rate in implementing E-Government can't describe all process that need to be assessed in developing local E-Government. Moreover, the emergence of social problems, such as organizational culture and human resource management which inhibits maturation of local E-Government. Therefore, it needs one general maturity framework which capable to guide local government to develop their own E-Government and able to address social problems that arise. This study is the incorporation of previous research results using meta-synthesis method combine with best practice primary in Control Objective for Information and Related Technology 5 (COBIT 5) that has been adjusted to address a factor of social problems. The design framework begins with identifying the business principle of local government, stakeholders, concerns, requirements, and obstacles; thus produced a model of maturity framework that has six types stages, eight types dimensions, four types main categories and 69 types sub-category of assessment

processes. Afterwards, compiled previous research result in identifying stages with choosen best practices; compiled previous reaseach result in identifying dimension with concern from interview result; and choosing COBIT assessment process that needs to be assessed from expert's opinion. In the end, after the framework was tested and evaluated, we can conclude this framework already comply with PeGI's result and from local government who had a best PeGI's result; there are many difficulties in social issues and in documenting process. For local government with very low PeGI's result, we can see there are common constraints related to IT, such as lack of infrastructure readiness, lack of human resources readiness, low understanding of IT governance and IT management, and also lack of understanding how IT Master Plan to be implemented.