

Evaluasi Tingkat Kesadaran Tata Kelola Teknologi Informasi: Studi Kasus Lembaga Administrasi Negara = Evaluation of Information Technology Governance Awareness Level: A Case Study of the National Institute of Public Administration

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Abstrak

Lembaga Administrasi Negara (LPN) menggunakan acuan kriteria minimal penerapan tata kelola TI berdasarkan kebijakan Sistem Pemerintahan Elektronik (SPBE) Pemerintah. Hasil supervisi dan evaluasi SPBE di LPN tahun 2022 memperoleh predikat sangat baik dengan indeks 3,57. Namun demikian, masih terdapat kesenjangan antara ranah kebijakan SPBE yang memperoleh skor 4,70 dengan ranah penerapan tata kelola SPBE yang memperoleh skor jauh lebih rendah yaitu 2,90. Belum optimalnya penerapan tata kelola TI di LPN disebabkan oleh minimnya dukungan dana dan komitmen dari pimpinan, serta belum memadainya kuantitas dan kualitas SDM TI. Berdasarkan hasil wawancara dengan pimpinan dari Departemen Pusat Data dan Sistem Informasi LPN, menunjukkan perlunya peningkatan pemahaman pimpinan dan unit kerja lainnya mengenai TI. Oleh karena itu, penelitian ini bertujuan untuk mengukur tingkat pemahaman tata kelola TI di kalangan pimpinan dan pegawai LPN sebagai dasar rekomendasi perbaikan penerapan tata kelola TI di LPN. Penelitian ini menggunakan pendekatan triangulasi dengan menggabungkan survei, telaah pustaka, dan wawancara untuk keperluan validasi. Pengukuran kesadaran tata kelola TI dilakukan berdasarkan praktik terbaik dan kebijakan SPBE, dengan bobot prioritas dihitung melalui analisis Fuzzy AHP. Model penilaian kesadaran yang digunakan terdiri dari tiga dimensi kesadaran: pengetahuan, sikap, dan perilaku, dan dua belas area tata kelola TI: manajemen risiko, sumber daya, anggaran, keterlibatan pemangku kepentingan, kebijakan, strategi organisasi, organisasi, komitmen, kompetensi, komunikasi, layanan, dan keamanan informasi. Pembobotan dengan Fuzzy AHP menunjukkan bahwa keamanan informasi dan pengetahuan merupakan area dan dimensi kesadaran yang paling kritis. Hasil pengukuran menunjukkan bahwa tingkat kesadaran tata kelola TI pegawai NIPA secara keseluruhan berada pada kategori baik dengan skor 81,34, namun tiga area tata kelola TI masuk dalam kategori sedang: anggaran, sumber daya, dan manajemen risiko. Analisis berdasarkan level jabatan dan area kerja menunjukkan bahwa terdapat tiga area lain yang memerlukan perhatian: komitmen, komunikasi, dan kompetensi. Rekomendasi perbaikan difokuskan pada peningkatan pengetahuan manajemen puncak dan administrator/penyelia terkait enam area dalam kategori sedang.

..... The National Institute of Public Administration (NIPA) uses a reference for the minimum criteria of IT governance implementation based on the Government's Electronic Government System (SPBE) policy. The results of the supervision and evaluation of SPBE at NIPA in 2022 achieved an excellent rating with an index of 3.57. However, there was still a gap between the policy domain of SPBE, which scored 4.70, and the implementation domain of SPBE governance, which scored significantly lower at 2.90. The suboptimal implementation of IT governance at NIPA is attributed to the lack of funding support and commitment from top management, as well as the inadequate quantity and quality of IT human resources. Interviews with management from the Data Center and Information Systems Department at NIPA indicate a need for improved understanding among top management and other work units regarding IT. Therefore, this study

aims to measure the level of IT governance awareness among high-level management and employees of NIPA as a basis for recommending improvements in IT governance implementation at NIPA. This study employs a triangulation approach by combining surveys, literature reviews, and interviews for validation purposes. The measurement of IT governance awareness is conducted based on best practices and the SPBE policy, with priority weights calculated through Fuzzy AHP analysis. The awareness assessment model used consists of three dimensions of awareness: knowledge, attitude, and behavior, and twelve areas of IT governance: risk management, resources, budget, stakeholder engagement, policy, organizational strategy, organization, commitment, competence, communication, services, and information security. Weighting with Fuzzy AHP indicates that information security and knowledge are the most critical areas and dimensions of awareness. The measurement results show that the overall IT governance awareness level of NIPA employees is in the good category with a score of 81.34, but three IT governance areas fall into the moderate category: budget, resources, and risk management. Analysis based on job levels and work areas indicates that there are three other areas that require attention: commitment, communication, and competence. Recommendations for improvement focus on enhancing the knowledge of top management and administrators/supervisors regarding the six areas in the moderate category.