

# Pengukuran Kesadaran Keamanan Informasi Pegawai dan Penentuan Prioritas Program Kesadaran dengan Mengintegrasikan Analytic Hierarchy Process dan Quality Function Deployment: Studi Kasus Kemlu RI = Measurement of Employee Information Security Awareness and Awareness Program Prioritization by Integrating Analytic Hierarchy Process and Quality Function Deployment: A Case Study Ministry of Foreign Affairs

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## Abstrak

Peraturan Presiden Perpres Nomor 81 Tahun 2010 mengenai Grand Design Reformasi Birokrasi Tahun 2010 ndash;2025 menurunkan roadmap reformasi birokrasi dimana terdapat komitmen untuk mewujudkan pemerintahan elektronik berbasis Teknologi Informasi dan Komunikasi TIK . Hal tersebut menyebabkan ketergantungan proses bisnis fungsi layanan pemerintah kepada masyarakat, melalui penggunaan TIK.Peningkatan penggunaan TIK mengakibatkan tingginya tingkat kerawanan yang dapat dieksploitasi oleh ancaman. Sumber terbesar pelanggaran keamanan informasi adalah karena kurangnya kesadaran dari aspek manusia. Kementerian Luar Negeri Kemlu RI memiliki permasalahan strategis terkait kesadaran pegawainya. Penelitian ini mengukur kesadaran keamanan informasi yang mencakup dimensi pengetahuan, sikap, dan perilaku. Teknik Analytic Hierarchy Process AHP digunakan untuk menilai kepentingan setiap dimensi tersebut melalui pairwise comparison. Namun terdapat gap dimana sampai saat ini, penelitian yang ada belum mengintegrasikan hasil pengukuran dengan program kesadaran keamanan informasi. Teknik Quality Function Deployment QFD dapat menjadi solusi gap tersebut.Pengukuran dilakukan dengan metode survei berupa kuesioner kepada seluruh pegawai Kemlu RI. Fokus area yang diukur antara lain: keamanan komputer kerja, manajemen password, penggunaan email dan instant messaging, penggunaan internet, penggunaan media sosial, penanganan dokumen, pelaporan insiden, dan kebijakan keamanan. Hasil analisis menunjukkan bahwa kesadaran keamanan informasi pegawai di Kemlu RI berada pada tingkat rata-rata, atau membutuhkan perhatian dan pengawasan. Pelaporan insiden menjadi fokus area yang memerlukan penanganan segera. Dengan QFD, metode komunikasi yang paling sesuai untuk program kesadaran adalah yang dipimpin instruktur.

.....Presidential Decree No. 81 Year 2010 regarding the Grand Design of Bureaucratic Reforms 2010 2025, had inspired bureaucratic reform roadmap where there is a commitment to realize electronic government based on Information and Communication Technology ICT . This causes the dependency of business process functions of government services to the public, through the use of ICTs.Increased use of ICTs lead to high levels of vulnerability that can be exploited by a threat. The largest source of the information security breaches are due to a lack of awareness of the human aspect. Ministry of Foreign Affairs MOFA RI has a strategic problem concerning the awareness of employees. This study measured awareness of information security that includes dimensions of knowledge, attitudes, and behavior. Analytic Hierarchy Process AHP was used to assess the importance of each of those dimensions through pairwise comparison. But there is a gap in which up to this time, the existing research has not integrated the results of measurements with information security awareness programs. Quality Function Deployment QFD can be a

solution to this gap. Measurements conducted by survey on questionnaire to all employees of the MOFA. Focus areas measured include workstation security, password management, the use of email and instant messaging, internet usage, the use of social media, document handling, incident reporting, and security policies. The analysis showed that the security awareness of employees at the MOFA is at the average level, or in need of attention and supervision. Incident reporting became the focus areas that require immediate action. With QFD, communication methods that most suitable for an awareness program is led by an instructor.