

Evaluasi Efektivitas Sistem Penjaluran Dokumen Kepabeanan di Direktorat Jenderal Bea dan Cukai Kementerian Keuangan = Evaluation of the Effectiveness of the Customs Document Tracking System at the Directorate General of Customs and Excise Ministry of Finance

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Abstrak

Analisis risiko importasi melalui Sistem Penjaluran Dokumen Kepabeanan pada Direktorat Jenderal Bea dan Cukai (DJBC) belum memenuhi ambang batas hit rate best practice sebesar 40 persen. Berdasarkan wawancara dengan pemangku kepentingan dan tim pengembang, terdapat akar permasalahan belum adanya evaluasi implementasi Sistem Penjaluran Dokumen Kepabeanan. Tujuan penelitian ini adalah untuk mengetahui faktor-faktor tantangan dan hambatan yang memengaruhi efektivitas Sistem Penjaluran Dokumen Kepabeanan. Penelitian ini mengusulkan faktor tantangan dan hambatan dengan adanya kombinasi Strategy, Technology, Organization, People, Environment (STOPE) Framework serta model Cooper dan Zmud. Faktor tantangan menggunakan 16 kriteria dan enam dimensi sedangkan faktor hambatan menggunakan lima kriteria dan empat dimensi. Pendekatan kuantitatif menggunakan survei kepada pengguna Sistem Penjaluran Dokumen Kepabeanan pada kantor pusat dan lima kantor pelayanan besar. Pendekatan kualitatif dilakukan wawancara semi-terstruktur kepada lima narasumber sebagai pengelola Sistem Penjaluran Dokumen Kepabeanan untuk mengetahui tindak lanjut pada faktor hambatan. Jumlah responden sebanyak 118 responden yang dianalisis menggunakan metode Entropi untuk mengetahui bobot pada kriteria. Hasil penelitian ini terpilih lima kriteria dengan lima dimensi pada faktor tantangan meliputi kriteria single window approach dari dimensi Technology, kriteria clear goal/strategy dari dimensi Strategy, kriteria variety of tasked covered dari dimensi Task, kriteria social background dari dimensi Environment, dan kriteria risk management approach dari dimensi Organization. Faktor hambatan terpilih lima kriteria dengan empat dimensi meliputi kriteria ICT infrastructure dari dimensi Environment, kriteria sufficiency of skilled workers dari dimensi People, kriteria security and privacy issues dan e-connectivity project dari dimensi Technology, serta kriteria political commitment dari dimensi Strategy.

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The import risk analysis through the Customs Document Tracking System at the Directorate General of Customs and Excise (DGCE) has not met the threshold for the best practice hit rate of 40 percent. Based on interviews with stakeholders and the development team, there is a root cause in the absence of an evaluation of the Customs Document Tracking System's implementation. This study aims to determine the factors that influence the challenges and barriers that affect the Customs Document Tracking System's effectiveness. This study proposes the challenges and barriers to system implementation with a combination of the Strategy, Technology, Organization, People, Environment (STOPE) Framework with the Cooper and Zmud models. The challenge factor uses 16 criteria and six dimensions, while the barrier factor uses five criteria and four dimensions. The quantitative approach uses a survey of users of the Customs Document Tracking System at the head office and five principal service offices. The qualitative approach was carried out by semi-structured interviews with five experts as managers of the Customs Document Tracking System to determine the follow-up barrier factors. The respondents were 118 respondents who were analyzed using the

Entropy method to determine the criteria' weight. The results of this study selected five criteria with five dimensions on the challenge factors including the single-window approach criteria from the Technology dimension, the clear goal/strategy criteria from the Strategy dimension, the variety of tasked covered criteria from the Task dimension, the social background criteria from the Environment dimension, and the risk management approach criteria from the Organization dimension. In the barrier factors, the researcher selected five criteria in four dimensions, including ICT infrastructure criteria from the Environment dimension, the sufficiency of skilled workers criteria from the People dimension, the security and privacy issues and project e-connectivity criteria from the Technology dimension, as well as the political commitment criteria from the Strategy dimension.