

Evaluasi transformasi digital menggunakan GovTech Maturity Index : studi kasus Pusat Data dan Teknologi Informasi Kementerian Pekerjaan Umum dan Perumahan Rakyat = Digital transformation evaluation using GovTech Maturity Index : a case study of Data and Information Technology Center in Ministry of Public Works and Housing

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Abstrak

Penyediaan layanan publik digital sangat penting. Standar pengalaman pelanggan telah meningkat di sektor swasta, dan masyarakat mengharapkan pemerintah untuk mengikutinya. Pemerintah menghadapi berbagai tantangan ketika mencoba menumbuhkan solusi digital, banyak di antaranya yang terbesar bukan teknologi. Keberhasilan implementasi transformasi digital di pemerintahan bergantung pada pengambilan tindakan tegas atas masalah ini, yang dapat mencakup segala hal mulai dari menghilangkan silo organisasi hingga mengatasi kesenjangan keterampilan digital dan kurangnya pendanaan. Jika tantangan ini dibiarkan tidak teratasi, program pemerintah digital berisiko kehilangan pendanaan berkelanjutan dan, tentu saja, kemampuan organisasi untuk memanfaatkan manfaat yang dijanjikan dari solusi digital. Penelitian ini mengambil studi kasus implementasi transformasi digital di Kementerian Pekerjaan Umum dan Perumahan Rakyat khususnya pada Pusat Data dan Teknologi Informasi. Permasalahan yang menjadi fokus utama penelitian yaitu belum dilakukannya monitoring evaluasi transformasi digital di Kementerian Pekerjaan Umum dan Perumahan Rakyat. Urgensi melakukan evaluasi transformasi digital adalah dari hasil evaluasi yang dihasilkan dapat digali rekomendasi dan dilakukan perbaikan agar pelaksanaan transformasi digital Kementerian PUPR menjadi lebih baik dan meningkat. Penelitian ini menggunakan GovTech Maturity Index sebagai kerangka kerja evaluasi dan metode campuran yaitu pendekatan kualitatif dengan wawancara, observasi, dan studi dokumen dan pendekatan kuantitatif dengan survei menggunakan kuesioner. Berdasarkan hasil evaluasi, tingkat kematangan transformasi digital Pusdatin Kementerian PUPR berdasarkan kerangka kerja GTMI memperoleh nilai 0,87 (nol koma delapan tujuh) berarti sangat tinggi yang dikategorikan masuk ke dalam grup A. Kementerian PUPR telah mendemonstrasikan solusi canggih atau inovatif dan praktik yang baik di area fokus GovTech.

.....The provision of digital public services is very important. Customer experience standards have risen in the private sector, and society expects governments to follow it. Governments face a variety of challenges when trying to grow digital solutions, many of the biggest of which are non-technological. The successful implementation of digital transformation in government depends on taking decisive action on this issue, which can include everything from eliminating organizational silos to addressing digital skills weaknesses and capital shortages. If these challenges are left unaddressed, digital government programs risk losing ongoing funding and, of course, the ability of organizations to take advantage of the benefits that digital solutions offer. This research takes a case study of the implementation of digital transformation in the Ministry of Public Works and Public Housing especially in Data and Information Technology Center. The main problem of this research is that an evaluation of digital transformation has not been carried out at the Ministry of Public Works and Public Housing. The urgency of evaluating digital transformation is based on evaluation result, recommendations can be explored and made improvements so that the implementation of

the Ministry of Public Works and Public Housing's digital transformation is better and improved. This study uses the GovTech Maturity Index as an evaluation framework and mixed methods, qualitative approach with interviews, observations, and document studies and quantitative approach with survey using questionnaire. Based on the evaluation result, the maturity level of the digital transformation of the Data and Information Technology Center in Ministry of Public Works and Public Housing based on the GTMI framework is 0.87 (zero point eight seven) which means it is very high which is included in group A. The Ministry of of Public Works and Public Housing has demonstrated advanced or innovative solutions and good practices in focus areas GovTech.