

# Evaluasi dan Rekomendasi Perbaikan Tata Kelola Teknologi Informasi Menggunakan COBIT 2019: Studi Kasus Perum BULOG = Evaluation and Recommendations for Improving Information Technology Governance Using COBIT 2019: A Case Study of Perum BULOG

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## Abstrak

Teknologi Informasi harus ditata dan dikelola dengan baik sehingga dapat menghasilkan manfaat berupa keuntungan perusahaan. Namun pada kenyataannya penatakelolaan TI Perum BULOG saat ini masih belum memenuhi target perusahaan yang ditetapkan oleh Kementerian BUMN sebagai pemangku kepentingan. Penelitian ini bertujuan untuk melakukan evaluasi terhadap tata kelola TI yang dijalankan di Perum BULOG. Evaluasi tersebut menggunakan kerangka kerja COBIT 2019 sesuai arahan pemangku kepentingan. Penelitian menggunakan pendekatan kuantitatif dan kualitatif dengan metode kuesioner dan wawancara. Data primer diperoleh dari 12 responden di Divisi Teknologi Informasi Perum BULOG. Hasil penelitian menunjukkan terdapat 17 dari total 24 area proses tata kelola TI yang dijalankan dengan optimal dan memenuhi target stakeholder yaitu tingkat kapabilitas TI di level 3 (Established). Terdapat 7 area proses yang memerlukan perbaikan karena masih belum optimal dalam memenuhi target stakeholder atau masih mencapai tingkat kapabilitas TI di level 2 (Managed). Ketujuh area proses tersebut adalah Ensured Resource Optimization, Managed Enterprise Architecture, Managed Requirement Definition, Managed Solutions Identification and Build, Managed Knowledge, Managed Configuration dan Managed Continuity. Hasil evaluasi dan rekomendasi sangat penting untuk mengoptimalkan Tata Kelola TI di Perum BULOG, memungkinkan perusahaan memenuhi ekspektasi pemangku kepentingan dan memberikan nilai tambah serta manfaat bagi perusahaan. Manfaat penelitian ini bagi akademis dapat memberikan perspektif terhadap tata kelola TI menggunakan kerangka kerja COBIT 2019. Bagi praktisi dan perusahaan juga dapat mendapatkan manfaat dari penelitian ini dengan menggunakan rekomendasi yang dihasilkan melalui penelitian ini terhadap perbaikan tata kelola TI. Penelitian selanjutnya dapat mengintegrasikan kerangka kerja lain untuk peningkatan nilai dan kualitas tata kelola TI, misalnya mengadopsi standar layanan internasional seperti ISO/IEC 20000 atau juga meningkatkan perspektif keamanan dengan menggunakan standar ISO/IEC 27001.

..... Well-managed IT can generate benefits in terms of corporate profits. However, in reality, current IT management of Perum BULOG still falls short of the targets set by the Ministry of State-Owned Enterprises as stakeholders. This research aims to evaluate the IT Capabilities implemented in Perum BULOG. The evaluation will utilize the COBIT 2019 frameworks as guided by stakeholders. The research employed a mixed-methods approach, utilizing both quantitative and qualitative methods through the use of questionnaires and interviews. Primary data were obtained from 12 respondents in the Information Technology Division of Perum BULOG. The research findings indicate the presence of 17 IT governance processes out of a total of 24 processes that are optimally executed, thus meeting the stakeholder's target of achieving IT capability at level 3 (Established). Seven processes require improvement to meet stakeholder targets as they are currently suboptimal, resulting in an attainment of IT capability at level 2 (Managed). These seven processes are Ensured Resource Optimization, Managed Enterprise Architecture, Managed

Requirement Definition, Managed Solutions Identification and Build, Managed Knowledge, Managed Configuration dan Managed Continuity. The evaluation results and recommendations are crucial for optimizing IT Governance in Perum BULOG, enabling it to meet stakeholder expectations and deliver added value and benefits to the company. The benefits of this research for academia are to provide a perspective on IT Governance by utilizing the COBIT 2019 frameworks. For practitioners and companies, they can also benefit from this research by implementing the recommendations generated through this study to improve IT Governance. Future research can integrate other frameworks to enhance the value and quality of IT Governance, such as adopting international service standards like ISO/IEC 20000 or expanding the security perspective by incorporating ISO/IEC 27001 standards.