

ABSTRAK

Penelitian ini bertujuan untuk mengevaluasi efektivitas layanan dukungan teknologi informasi pada Dinas Sosial PPKB P3A Kabupaten Tasikmalaya dengan menggunakan framework COBIT 2019. Permasalahan utama adalah belum adanya evaluasi terstruktur yang dapat memastikan layanan TI berjalan selaras dengan tujuan organisasi. Penelitian dilakukan dengan metode campuran melalui wawancara, kuesioner, dan studi dokumentasi. Analisis dilakukan dengan memetakan *Enterprise Goals* dan *Alignment Goals*, menyusun *RACI Chart*, serta mengukur tingkat kapabilitas menggunakan model *Capability Level* dan Skala *Guttman*. Fokus penelitian diarahkan pada domain MEA01 (*Monitor, Evaluate, and Assess*) serta DSS02 (*Manage Service Requests and Incidents*). Hasil menunjukkan bahwa MEA01 berada pada level 3 (*Established*), sedangkan DSS02 telah mencapai level 4 (*Predictable*). Kesimpulan dari penelitian ini adalah tata kelola TI sudah berjalan cukup baik, namun masih memerlukan peningkatan dalam monitoring kinerja, standardisasi prosedur, serta evaluasi berkelanjutan untuk mencapai tingkat kematangan yang lebih tinggi.

Kata Kunci : COBIT 2019, Tata Kelola IT, Capability Level, Evaluasi Layanan IT, Skala Guttman

ABSTRACT

This study aims to evaluate the effectiveness of information technology support services at the Department of Social Affairs, PPKB, and P3A of Tasikmalaya Regency using the COBIT 2019 framework. The main issue identified is the absence of a structured evaluation system to ensure that IT services align with organizational goals. A mixed-methods approach was employed, involving interviews, questionnaires, and document analysis. The analysis process included mapping Enterprise Goals and Alignment Goals, developing a RACI Chart, and measuring capability levels using the Capability Level Model and the Guttman Scale. The study focused on two domains: MEA01 (Monitor, Evaluate, and Assess) and DSS02 (Manage Service Requests and Incidents). The results indicate that the MEA01 domain is at Level 3 (Established), while the DSS02 domain has reached Level 4 (Predictable). The study concludes that IT governance is functioning relatively well but still requires improvements in performance monitoring, procedure standardization, and continuous evaluation to achieve a higher level of maturity.

Keyword : *COBIT 2019, IT Governance, Capability Level, IT Service Evaluation, Guttman Scale*