DAFTAR ISI

LEMBAR PENGESAHAN TUGAS AKHIR ..... **ii**

LEMBAR PENGESAHAN PENGUJI ..... **iii**

LEMBAR PERNYATAAN KEASLIAN DOKUMEN ..... Error! Bookmark not defined.

ABSTRAK ..... **v**

ABSTRACT ..... **vi**

MOTO DAN PERSEMBAHAN ..... **vii**

KATA PENGANTAR ..... **viii**

DAFTAR ISI ..... **x**

DAFTAR GAMBAR ..... **xiv**

DAFTAR TABEL ..... **xv**

BAB I PENDAHULUAN **I-1**

1.1 Latar Belakang I-1

1.2 Rumusan Masalah I-4

1.3 Tujuan Penelitian I-4

1.4 Manfaat Penelitian I-5

1.5 Batasan Masalah I-5

BAB II TINJAUAN PUSTAKA II-1

2.1 Evaluasi Efektivitas II-1

2.2 Layanan Teknologi Informasi II-1

2.3 Profil Dinas Sosial PPKB P3A Kabupaten Tasikmalaya II-2

2.4 *Framework* COBIT 2019 ..... II-6

2.5 Capability level II-7

2.6 Domain DSS II-9

2.7 Domain MEA II-10

2.8 Goal Cascade II-10

2.9 RACI *chart* II-21

2.9.1 RACI *chart* domain MEA01 ..... II-23

2.9.2 RACI *chart* domain DSS02 ..... II-24

2.10 Kesenjangan (GAP) II-25

2.11 Skala Guttman II-25

2.12 Penelitian Terdahulu II-27

BAB III METODOLOGI PENELITIAN III-1

3.1 Deskripsi Penelitian III-1

3.2 Alur Penelitian.....III-2

3.3 Identifikasi Masalah.....III-3

3.4 Subjek Penelitian.....III-3

3.5 Penentuan responden (Role).....III-4

3.6 Teknik Pengumpulan Data.....III-5

3.7 Penentuan Domain.....III-7

3.8 Teknik Analisis Data.....III-8

3.8 Perhitungan *capability level*.....III-8

BAB IV HASIL DAN PEMBAHASAN IV-1

4.1 Tahapan Identifikasi..... IV-1

4.1.1 Identifikasi *Enterprise Goals* COBIT 2019..... IV-1

4.1.2 Identifikasi *Alignment Goals* COBIT 2019..... IV-4

4.1.3 Identifikasi *Governance and Management Objective* (GMO)..... IV-6

4.1.4 Identifikasi *Control Objectives*..... IV-8

4.1.5 Hasil Wawancara..... IV-10

4.2 Analisis *Capability level*..... IV-11

4.2.1 Hasil Pengukuran MEA01..... IV-12

4.2.2 Hasil Pengukuran DSS02..... IV-20

4.3 Hasil *Capability Level* IV-32

BAB V KESIMPULAN DAN SARAN V-1

5.1 Kesimpulan V-1

5.2 Saran V-2

DAFTAR PUSTAKA 1

LAMPIRAN 5

DAFTAR GAMBAR

Gambar 2. 1 Struktur Organisasi Dinas PPKB P3A Kab Tasikmalaya II-3

Gambar 2. 2 IKM Dinas PPKB P3A Kab Tasikmalaya..... II-5

Gambar 2. 3 Rekap Data Jumlah Pengaduan II-5

Gambar 2. 4 Kapailitas Level COBIT 2019..... II-7

Gambar 2. 5 COBIT Goals Cascade (ISACA, 2019)..... II-11

Gambar 2. 6 Mapping Enterprise Goals dan Alignment Goals II-12

Gambar 2. 7 Mapping Governance and Management Objectives to AG II-14

Gambar 2. 8 Domain COBIT 2019 ..... II-15

Gambar 3. 1 Alur Penelitian..... III-3

Gambar 4. 1 *Mapping Enterprise Goals To Alignment Goals*..... III-4

Gambar 4. 2 *Mapping Governance Goals To Governance and Management*... III-6

Gambar 4. 3 Pemetaan RACI Chart MEA01 ..... III-9

Gambar 4. 4 Pemetaan RACI Chart DDS02 ..... III-10

Gambar 4. 5 Grafik Hasil Capability Level III-32

DAFTAR TABEL

Tabel 2. 1 Capability Levels II-7

Tabel 2. 2 Enterprise Goals II-11

Tabel 2. 3 Alignment Goals II-13

Tabel 2. 4 Deskripsi Domain COBIT 2019 ..... II-17

Tabel 2. 5 RACI *Chart* Domain MEA01 ..... II-23

Tabel 2. 6 RACI *Chart* Domain DSS02 ..... II-24

Tabel 2. 7 Penelitian terkait/terdahulu II-28

Tabel 4. 1 Detail *Mapping Enterprise Goals* Dinas PPKB P3A IV-2

Tabel 4. 2 Hasil Mapping *Enterprise Goals* IV-3

Tabel 4. 3 Detail *Mapping Alignment Goals* IV-4

Tabel 4. 4 Hasil *Mapping Alignment Goals* IV-5

Tabel 4. 5 *Mapping Governance and Management Objective* IV-7

Tabel 4. 6 Identifikasi RACI Chart MEA01 ..... IV-12

Tabel 4. 7 Pemetaan RACI Chart MEA01 ..... IV-13

Tabel 4. 8 Daftar responden berdasarkan RACI Chart MEA01 ..... IV-14

Tabel 4. 9 Hasil dan pengeolahan kuesioner MEA01 Capability Level 2 ..... IV-14

Tabel 4. 10 Hasil Pengolahan data kuesioner MEA01 Capability Level 3 ..... IV-17

Tabel 4. 11 Identifikasi RACI Chart DSS02 ..... IV-20

Tabel 4. 12 Pemetaan RACI Chart DSS02 ..... IV-21

Tabel 4. 13 Daftar Responden berdasarkan RACI Chart DSS02 ..... IV-23

Tabel 4. 14 Hasil Pengolahan data kuesioner DSS02 Capability Level 2 ..... IV-23

Tabel 4. 15 Hasil Pengolahan Data Kuesioner DSS02 Capability Level 3 .... IV-26

Tabel 4. 16 Hasil Pengolahan Data Kuesioner DSS02 Capability Level 4 .... IV-29

Tabel 4. 17 Rangkuman Hasil Pengukuran Capability Level IV-33

Tabel 4. 18 Tingkat Capability Level yang diharapkan IV-34

Tabel 4. 19 GAP Antara As-Is dan To-Be IV-34