

ABSTRAK

Pelayanan publik berbasis digital di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Garut menghadapi berbagai kendala, seperti keterbatasan kewenangan dalam pengelolaan sistem nasional, perubahan regulasi yang cepat, serta belum adanya pengukuran kapabilitas proses layanan secara terstruktur, termasuk pada layanan internal seperti program magang. Kondisi ini menunjukkan pentingnya evaluasi tata kelola untuk meningkatkan efektivitas dan kualitas layanan.

Penelitian ini bertujuan untuk menganalisis tingkat kapabilitas tata kelola proses layanan serta memberikan rekomendasi perbaikan berdasarkan *framework COBIT 2019*. Metode yang digunakan adalah kuantitatif deskriptif dengan teknik pengumpulan data berupa observasi, wawancara, dan kuesioner *capability level*. Analisis dilakukan melalui tahapan *goal cascade*, pemetaan *RACI chart*, serta pengukuran *capability level* untuk mengidentifikasi kesenjangan antara kondisi saat ini dan yang diharapkan.

Domain yang digunakan meliputi EDM03, APO07, APO12, MEA01, dan MEA03. Hasil penelitian menunjukkan bahwa tingkat kapabilitas proses layanan berada pada level 2 (*managed process*), yang berarti proses telah berjalan namun belum terdokumentasi dan terstandarisasi secara optimal. Ditemukan adanya kesenjangan antara kondisi saat ini dengan target level 3 (*defined process*), terutama pada aspek dokumentasi, standarisasi prosedur, dan pengendalian kinerja.

Berdasarkan hasil tersebut, direkomendasikan penyusunan SOP, peningkatan dokumentasi proses, serta penguatan monitoring dan evaluasi untuk meningkatkan kapabilitas tata kelola layanan.

Kata kunci: COBIT 2019, tata kelola TI, *capability level*, layanan publik, DPMPTSP

ABSTRACT

Digital-based public services at the Garut Regency Investment and One-Stop Integrated Service Agency (DPMPTSP) face various challenges, such as limited authority in managing national systems, rapid regulatory changes, and the lack of structured measurement of service process capabilities, including for internal services such as internship programs. These conditions highlight the importance of governance evaluation to improve service effectiveness and quality.

This study aims to analyze the level of service process governance capability and provide improvement recommendations based on the COBIT 2019 framework. The method used is descriptive quantitative, employing data collection techniques such as observation, interviews, and capability level questionnaires. The analysis was conducted through the goal cascade stage, RACI chart mapping, and capability level measurement to identify gaps between the current and expected conditions.

The domains used include EDM03, APO07, APO12, MEA01, and MEA03. The research results indicate that the service process capability level is at level 2 (managed process), meaning the process is operational but has not yet been optimally documented and standardized. A gap was identified between the current condition and the target level 3 (defined process), particularly regarding documentation, standardization of procedures, and performance control.

Based on these results, it is recommended to develop standard operating procedures (SOPs), improve process documentation, and strengthen monitoring and evaluation to enhance service governance capabilities.

Keywords: *COBIT 2019, IT governance, capability level, public services, DPMPTSP*