

Implementation System Information Management Staffing Use Framework Cobit 5 Domain Mea On Body Makassar State Civil Service

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ABSTRACT

The development of Information Technology (IT) has progressed rapidly. This development also affects the Information System (IS). Most organizations use and consider IS as an important part of business processes. The Makassar City State Civil Service Agency is a Civil Service Agency located in the Makassar City Government area that implements SI as a support for business processes. One of the SI used is the Personnel Management Information System (SIMPEG). SIMPEG is a system specifically designed to provide information on personnel administration management quickly, accurately, and functions to manage personnel data and information within the Makassar City Government work environment. The purpose of this study was to see the implementation of SIMPEG at BKN Makassar city. The results of this study indicated that the maturity level of the MEA01 and MEA02 processes reached 3.70 and 3.55 at level 4 which had been carried out within the limits set to achieve the expected results. And in the MEA02 process it reaches 3.36, namely at level 3, where this process has been carried out using certain predetermined processes, which are able to achieve the expected results. The recommendations given in general are expected to be used as input so that they can help improve the quality of IT governance in SIMPEG implementation

Keywords: SIMPEG; Information Technology; COBIT; IT.

INTRODUCTION

Mature this development Technology Information (IT) (Czamanski & Broitman, 2017; Floridi, 2016; Knox, 2019; Lee et al., 2022) experience rapid progress . Development this also giving influence for System Information (SI) (Banerjee & Duflo, 2010; Hamilton et al., 2014; Steinert & Macdonald, 2015). Part big organization moment this using IS and regard SI as part urgent in business processes. SI is wrong one support for something organization for support and help in maximize business processes and realize aim from organization . Right SI very strong needed for help a organization in taking decision and realize achievement aim the business . Body Municipal Civil Service Makasar is Institution Employees in the area _ Makassar City Government . BKN formed based on Decision President Number 159 of 2000 concerning guidelines formation Body Regional Civil Service and Regional Regulation Number 6 of 2001 concerning formation Institution technical area of Makassar City (Anazodo et al., 2012; Demmke

& Moilanen, 2010). BKN moment this already implement SI as business process support . One of the SI used that is System Information Management Staffing (SIMPEG). SIMPEG is a which system (Borman et al., 2017; Cockett et al., 2015; Komalasari, 2014; Novianto, 2016; Nurbaity, 2010) designed special for provide information management administration staffing in a manner fast , precise and accurate , and have function for manage data and information staff in the environment _ work Regional Government of Makassar City. SIMPEG alone developed into the modules in accordance with existing regulations , SIMPEG has been implemented in BKN since in 2005, then in 2013 SIMPEG was developed online and _ could accessed through the website (<http://simpeg.makassar.go.id>). In the application of SIMPEG, it is needed something framework work that can used for evaluate quality system manage IT. Framework work that can used including COBIT, ITIL, ISO and other . On study this framework work used _ ie COBIT 5. COBIT 5 is selected because is framework product work _ best practices guide that presents activity in structure managed IT organization and logical , organized by para expert in the field system manage IT, and more focus on control , no on execution . Practice this will help optimizing IT investment , ensure delivery service and give size to those who can done for evaluate when occur error . As for constraint nor problem that makes SIMPEG implementation is lacking so optimal ie from discrepancies in employment data in the field and existing data on system , besides that resulting limited human resources overlap overlapping work , in matter this management management administration staffing Becomes no focus so that employment data statistics invalid affecting _ in the process of taking decision . Based on problem such , on study this will used framework COBIT 5 work specifically for the Monitor, Evaluate, Assessment (MEA) domain do observation , evaluation and evaluation system manage IT in SIMPEG implementation in BKN. MEA is a domain on COBIT 5 whose destination is for do observing (Hakim et al., 2014; Katili et al., 2019; Lediwara, 2020; Rehatta & Manuputty, 2019) , evaluating and evaluate all related processes with IT inside something company or organization . Aim from study this for measure level maturity system manage IT in SIMPEG implementation in BKN. Results from study this expected could give contribution in a manner academic for Makassar City Government , especially BKN Makassar City.

METHOD

Study this use mixed method method, which is approach combined research _ or connect method study qualitative and quantitative (Malina et al., 2011; Morse, 2016). Qualitative data obtained _ in study that is from technique data collection in the form of results interview and observation . Interview done for obtain information in a manner live from respondent research . Observation done for observe in a manner live object research . While quantitative data form of data obtained from results referring questionnaire _ on the MEA domain, which then processed or analyzed use calculation math , for knowing level maturity you have . object study determined based on reference RACI Chart on COBIT 5. RACI Chart is matrix from all activity and authority on helpful organization _ in take decision . Room scope study this restricted on measurement level domain maturity MEA. Result from study this form recommendations made _ based on condition system manage IT in SIMPEG implementation in BKN.

RESULTS AND DISCUSSION

Body State Civil Service has vision i.e. " The Realization Good governance through _ _ accountable apparatus _ and professional ". Realize arrangement Employee Country Civilian

(PNS) in position in accordance competence , Improve excellent administrative service staffing in framework realize service proper administration _ supported by presentation of data and information accurate staffing , Improve _ coaching Apparatus in framework push enhancement discipline and civil servant welfare . Based on vision , mission organization , then done analysis to the needs of stakeholders who have priority related height _ with SIMPAGE goals . which then analyzed using the Balanced Scorecard (BSC) which has 4 dimensions including : Financial, Customer, Internal and Learning & Growth.

COBIT 5 Domain Identification Based on the results mapping

1. IT related goals , which are aligned with the COBIT 5 domain, the domain to be used in study this there are 2 (two), namely DSS and MEA . 3.4 Process Identification COBIT 5 Mapping business processes on aligned COBIT 5 with
2. ITenterprise goals.
Based on results mapping that has carried out, obtained 8 (eight) business processes that will used in study , namely APO013 , DSS01, DSS02, DSS03, DSS05, DSS06, MEA01, and MEA02.3.5 Process Identification and COBIT 5 activity Based on business process mapping on
3. Frameworks
COBIT 5 , used 42 statements which are derivative of the business process to be used in research which will made reference in making questionnaire

MEA01 (monitor , evaluate , and evaluate implementation and adjustments)

- a. From the calculation process questionnaire assessment management , obtained the average value in the MEA01 process with a current value of 3.30 is entered to in scale measurement of capability level 3 (established) , which means that the process of monitoring , evaluation , and evaluation implementation and ongoing adjustments _ implemented with planning and monitoring. Meanwhile in the MEA01 process an expect value of 4.67 is obtained so that in MEA01 there is a gap or gap between current and expect of 1.37. Found problems _ is on corrective action deviation on process business . Party management expected could help stakeholders to identify , initiate , and repair deviations that occur on business processes .
- b. From the calculation process user questionnaire assessment , obtained the average value in the MEA01 process with a current value of 2.94 is entered to in scale measurement capability level 3 (established), which means that process of monitoring , evaluating , and assessing implementation and ongoing adjustments are implemented with planning and monitoring. Meanwhile on the MEA01 process is obtained expect value is 4.56 so that in MEA01 there is a gap or gap between current and expect of 1.62. The same problem was found on on evaluation action . Need exists repair action evaluation of the deviations that occur on business processes .

MEA02 (monitor , evaluate , and evaluate system internal control)

- a. From the calculation process questionnaire assessment management , obtained an average value in the MEA02 process with a current value of 3.56 who entered to in scale measurement of capability level 4 (predictable), which means that process of monitoring , evaluating , and assessing system control internalhas implemented and has been set . Whereas on the MEA02 process was obtained expect value 4 ,60 so that in MEA02 there is a gap or gap between current and expect is 1.04. Problems found is on initiative company. Company need defineand agreed scope initiative based aim business guarantee .
- b. From the calculation process evaluation user questionnaire , obtained the average value in the MEA02 process with a current value of 3.39 is entered to in scale measurement of capability

level 3 (established), which means that process of monitoring , evaluating , and assessing system control internal has implemented with planning and monitoring. Meanwhile in the MEA02 process an expected value of 4.56 is obtained so that on MEA02 there is a gap or gap between current and expected of 1.17. The same problem was found on activity company services IT related . Need it IT audit team to supervise and monitor activities service company related to with system management technology information .

CONCLUSION

Based on results calculation level maturity , done analysis to gap for knowing GAP level , in MEA01 (Monitor, Evaluate and Assess Performance and Conformance) with an average level maturity moment this reach figure 3.70 with the process capability model achieved at level 4 predictable process with GAP owned of 1.3. In MEA02 (Monitor, Evaluate and Assess The System of Internal Control) with an average level maturity reach figure 3.36 with process capability model achieved at level 3 established process with GAP owned of 1.64. In MEA03 (Monitor, Evaluate and Assess Compliance with External Requirements) with an average level maturity reached figure 3.55 with the process capability model achieved at level 4 predictable process with GAP owned of 1.45. From the results calculation to level maturity carried out , the expected target could achieved on each domain ie at level 5 (optimizing process). Based on results calculation as well as conclusions that have been stated below _ recommendation in a manner generally expected _ could give contribution in a manner academic for Makassar City Government in particular Body Employment , Education and Regional Training includes : Conducting evaluation and monitoring to performance system continuously in a manner routine and gradually . Do documentation to maintenance system manage IT. Implementing the COBIT framework in optimizing quality system manage IT. Increase HR for Fulfill need management and IT management . Upgrade HR quality through the trainings carried out in a manner periodically along with development system

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