

**PENILAIAN TINGKAT KAPABILITAS TATA KELOLA TEKNOLOGI
INFORMASI PADA RUMAH SAKIT ARUN LHOKSEUMAWE
BERDASARKAN FRAMEWORK COBIT 2019**

ABSTRAK

Teknologi informasi kini telah menjadi bagian penting dalam hampir seluruh aspek kehidupan, termasuk di bidang kesehatan. Pemanfaatan TI dalam layanan kesehatan membantu meningkatkan efisiensi, akurasi, dan kualitas pelayanan. Rumah Sakit Arun Lhokseumawe merupakan salah satu rumah sakit di Aceh yang telah menerapkan teknologi informasi dalam mendukung operasionalnya, baik dalam administrasi, layanan medis, maupun pengelolaan data pasien. Penggunaan Teknologi Informasi secara tepat dapat menjadi landasan kuat dalam mendukung pencapaian visi dan misi rumah sakit, namun penilaian penerapan TI khususnya dalam tata kelola dan manajemen TI masih belum dilakukan. Penelitian ini bertujuan untuk menilai tingkat kapabilitas tata kelola teknologi informasi di Rumah Sakit Arun Lhokseumawe serta memberikan rekomendasi perbaikan *framework* berdasarkan hasil penilaian tersebut. Penilaian dilakukan dengan menggunakan COBIT 2019, melalui pendekatan *goals cascade* dan *design factors* untuk menentukan domain yang relevan dan sesuai dengan kebutuhan organisasi. Domain utama yang menjadi fokus evaluasi meliputi EDM03 (*Ensure Risk Optimization*), APO10 (*Manage Vendors*), APO12 (*Manage Risk*), BAI02 (*Manage Requirements Definition*), BAI03 (*Manage Solutions Identification and Build*), BAI06 (*Manage Changes*), DSS04 (*Manage Continuity*), DSS05 (*Manage Security Services*), dan MEA01 (*Monitor, Evaluate and Assess Performance and Conformance*). Penentuan responden dilakukan dengan pendekatan RACI Chart untuk memastikan keterlibatan pihak-pihak yang tepat sesuai tanggung jawab masing-masing. Hasil penelitian menunjukkan bahwa tiga domain - EDM03, APO10, dan DSS05 - berada pada *level* kapabilitas 2 (*Managed Process*), sedangkan enam domain lainnya APO12, BAI02, BAI03, BAI06, DSS04, dan MEA01 masih berada di *level* 1 (*Performed Process*). Jika dibandingkan dengan *level* yang diharapkan, ditemukan adanya gap sebesar dua hingga tiga *level* pada setiap domain yang dinilai. Temuan ini mengindikasikan perlunya peningkatan dalam tata kelola TI agar sistem yang diterapkan dapat berjalan optimal dan benar-benar mendukung pencapaian tujuan strategis Rumah Sakit secara menyeluruh.

Kata Kunci : *Teknologi Informasi, Audit, COBIT 2019, Capability Level, Rumah Sakit Arun*

ASSESSMENT OF THE LEVEL OF INFORMATION TECHNOLOGY GOVERNANCE CAPABILITY AT ARUN LHOKSEUMAWE HOSPITAL BASED ON THE COBIT 2019 FRAMEWORK

ABSTRACT

Information technology has now become an important part of almost all aspects of life, including in the health sector. The use of IT in health services helps improve efficiency, accuracy, and quality of service. Arun Lhokseumawe Hospital is one of the hospitals in Aceh that has implemented information technology to support its operations, both in administration, medical services, and patient data management. The use of Information Technology appropriately can be a strong foundation in supporting the achievement of the hospital's vision and mission, but the assessment of IT implementation, especially in IT governance and management, has not been carried out. This study aims to assess the level of information technology governance capability at Arun Lhokseumawe Hospital and provide recommendations for improving the framework based on the results of the assessment. The assessment was carried out using COBIT 2019, through the goals cascade and design factors approach to determine domains that are relevant and in accordance with the needs of the organization. The main domains that are the focus of the evaluation include EDM03 (Ensure Risk Optimization), APO10 (Manage Vendors), APO12 (Manage Risk), BAI02 (Manage Requirements Definition), BAI03 (Manage Solutions Identification and Build), BAI06 (Manage Changes), DSS04 (Manage Continuity), DSS05 (Manage Security Services), and MEA01 (Monitor, Evaluate and Assess Performance and Conformance). Respondents were determined using the RACI Chart approach to ensure the involvement of the right parties according to their respective responsibilities. The results of the study showed that three domains - EDM03, APO10, and DSS05 - are at Capability Level 2 (Managed Process), while the other six domains APO12, BAI02, BAI03, BAI06, DSS04, dan MEA01 were still at level 1 (Performed Process). When compared to the expected level, a gap of two to three levels was found in each domain assessed. This finding indicates the need for improvements in IT governance so that the implemented system can run optimally and truly support the achievement of the Hospital's strategic goals as a whole.

Keywords: Information Technology, Audit, COBIT 2019, Capability Level, Rumah Sakit Arun