KAJIAN TADBIR URUS TEKNOLOGI MAKLUMAT ORGANISASI AWAM DI GORONTALO - INDONESIA

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Kebenaran Merujuk

Tesis ini dikemukakan sebagai memenuhi keperluan pengurniaan Ijazah Doktor Falsafah daripada Universiti Utara Malaysia (UUM). Saya dengan ini bersetuju membenarkan pihak Perpustakaan Universiti Utara Malaysia mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada tesis ini untuk tujuan akademik perlulah mendapat kebenaran daripada Penyelia Tesis atau Dekan Awang Had Salleh Graduate School of Art and Sciences terlebih dahulu. Sebarang bentuk salinan dan cetakan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penyelidik dan Universiti Utara Malaysia perlulah dinyatakan jika rujukan terhadap tesis ini dilakukan.

Kebenaran untuk menyalin atau menggunakan tesis ini sama ada secara sebahagian atau sepenuhnya hendaklah dipohon melalui:

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Abstrak

Konsep tadbir urus teknologi maklumat (IT) telah menjadi tren dalam sektor organisasi awam di kebanyakan negara. Namun, pelaksanaan tadbir urus IT di Indonesia masih berhadapan dengan masalah dan cabaran, termasuk pemahaman tadbir urus IT dan proses penilaian aktiviti berasaskan pelaksanaan IT yang masih lemah. Tambahan pula, kajian empirikal berkaitan tadbir urus IT dalam organisasi awam di Indonesia adalah terhad. Tujuan utama kajian ini adalah untuk membangunkan satu model tadbir urus IT yang sesuai dalam organisasi awam di Gorontalo, Indonesia. Kajian ini mengadaptasi model *Control Objective for Information and Related Technology* (COBIT) yang menepati prinsip pengurusan sumber IT dan menjadi asas tadbir urus IT di Indonesia dengan mengkaji faktor yang mempengaruhi pelaksanaan tadbir urus IT dalam organisasi awam. Kajian ini menggunakan kaedah kuantitatif dan kualitatif yang melibatkan soal selidik, temu bual, pemerhatian dan dokumen. Data kuantitatif dikutip menggunakan borang soal selidik yang diedarkan kepada 367 responden dan kadar pulangannya ialah 90.6 peratus. Data ini dianalisis menggunakan Model Persamaan Berstruktur (SEM) bagi mengesahkan model kajian dan menguji hipotesis yang telah dicadangkan. Temu bual separa berstruktur digunakan untuk mendapatkan pandangan pengurusan tentang aktiviti dan pelaksanaan tadbir urus IT. Pemerhatian dan analisis dokumen digunakan untuk memerhatikan bagaimana aktviti serta mencari data, maklumat dan sumber pelaksanaan tadbir urus IT. Hasil kajian menunjukkan bahawa model yang dicadangkan mematuhi COBIT. Kajian ini juga membuktikan bahawa COBIT bersekali dengan matlamat serta prinsip pengurusan sumber IT dan menjadi asas tadbir urus IT di Indonesia berjaya memperkukuhkan model dalam menerangkan pemahaman dan pelaksanaan tadbir urus IT. Hasil kajian ini menyumbang kepada pengetahuan tentang amalan terbaik tadbir urus IT di Gorontalo. Kajian ini boleh digunakan sebagai panduan amalan terbaik tadbir urus IT di Indonesia pada masa hadapan.

Kata Kunci: Pengurusan sumber IT, COBIT, Model tadbir urus IT, Sektor organisasi awam.

Abstract

The concept of information technology (IT) governance has become a trend in public organizations sector in most countries. However, the implementation of IT governance in Indonesia continues to face problems and challenges, including weak understanding and assessment processes activities based on IT implementation. In addition, empirical studies related to IT governance within public organizations in Indonesia are limited. The main objective of this study is to develop an IT governance model in public organizations in Gorontalo, Indonesia. This study adapted the Control Objective for Information and Related Technology (COBIT) model which conformed to the principles of management of IT resources that form the basis of IT governance in Indonesia by studying the contribution factors of implementation IT governance in public organizations. This study used quantitative and qualitative methods which involved questionnaires, interviews, observations and documents. Quantitative data was collected via questionnaires that were distributed to 367 and the return rate was 90.6 percent. This data was analyzed using Structural Equation Modeling (SEM) to validate the research model and test the proposed research hypotheses. Semi-structured interviews were used to obtain the management's views about IT governance activities and their implementation. Observations and documents analysis were used to observe how the activities and find data, information and resources for implementation of IT governance. The results show that the proposed model conforms to COBIT. The study also proves that COBIT together with the goal of and the principles of IT resource management that form the basis of IT governance in Indonesia has managed to enrich the model in describing understanding and implementation of IT governance. The results of this study contribute to knowledge to best practice of IT governance. This study can be used as a guide the best practice IT governance in Indonesia in the future.

Keywords: IT resource management, COBIT, IT governance model, Public sector organization.

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Isi Kandungan

Senarai Jadual

Senarai Rajah

Senarai Lampiran

Senarai Singkatan

AI	Acquire and Implement
ADM	Architecture Development Method
AVE	Average Variance Extracted
AMOS	Analysis of Moment Structure
COBIT	Control Objective for Information and Related Technology
COSO	Committee of the Sponsoring Organizations
CMM	Capability Maturity Model
CFA	Confirmatory Factor Analysis
CFI	Comparative Fit Index
CMIN/DF	The Minimum Sample Discrepancy Function
CV	Convergent Validity
CR	Composite Reliability/Construct Reliability
CIO	Chief Information Officer
DS	Deliver and Support
DV	Discriminant Validity
EDM	Evaluating, Direction and Monitoring
GFI	Good of Fit Index
GOF	Goodness of Fit Index
GCIO	Government Chief Information Officer
IT	Information Technology
IS/IT	Information System/ Information Technology
ITGI	IT Governance Institute
ICT	Information and Communications Technology
ITG	Information Technology Governance
ITIL	Information Technology Infrastructure Library
ISO	International Organisation for Standarization
ISACA	Information System Audit and Control Association
KTIN	National Information Technology Framework
ME	Monitor and Evaluate
NFI	Normed Fit Indices
NFI	Normed Fit Indices
PBRM	Plans, Builds, Runs and Monitors
PO	Plan and Organise
RACI	Responsible Accountable Consulted and Informed
RMSEA	Root Mean Square Error of Approximation
SEM	Structural Equation Modeling
TOGAF	The Open Group Architecture Framework
VIF	Variance Inflation Factor

BAB SATU

PENGENALAN

1.1 Latar Belakang

Tadbir urus Teknologi Maklumat (IT) adalah hubungan struktur, proses, dan mekanisma yang digunakan dalam membangun, mentadbir dan mengawal strategi dan sumber IT menjadi lebih tersusun/teratur bagi mencapai matlamat dan objektif organisasi (Campbell *et al*., 2009; van Grembergen & de Haes, 2005a). Tadbir urus IT dilakukan untuk memastikan langkah-langkah yang cekap dan berkesan bagi meningkatkan proses operasi organisasi melalui struktur yang menghubungkan proses, sumber, dan maklumat IT kepada hala tuju dan strategi organisasi (Sarno, 2009). Seterusnya, pemboleh tadbir urus yang baik boleh memastikan ketelusan bekalan IT serta memudahkan membuat keputusan mengenai permintaan dan keutamaan bagi mencapai penyampaian nilai kepada organisasi (ITGI, 2011).

Pada masa ini, banyak organisasi mula menerima pakai dan mengguna prinsip-prinsip dan tata kerja tadbir urus IT dalam mengurus organisasi (ITGI, 2003). Konsep tadbir urus IT telah berkembang dalam sektor organisasi awam di pelbagai negara. Sebagai contoh, tadbir urus IT telah menjadi komponen utama tadbir urus dalam kerajaan di Australia (Chatfield & Coleman, 2011; Jones, 2005; Rozemeijer, 2007), dan pada masa yang sama tadbir urus IT ini digunakan sebagai kerangka kerajaan dalam menilai, mentadbir dan memantau IT dalam organisasi awam. Manakala di Amerika Syarikat, tadbir urus IT digunakan bagi menetapkan polisi dalam organisasi awam dalam bentuk tindakan yang dijalankan oleh kerajaannya,

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