

Analisis Pengukuran Kinerja Direktorat Teknologi Informasi Direktorat Jenderal Hak Kekayaan Intelektual Departemen Hukum dan HAM RI dengan Pendekatan IT Balanced Scorecard = Performance Measurement Analysis of Directorate of Information Technology, Directorate General of Intellectual Property Rights, Ministry of Law and Human Rights Republic of Indonesia by Using IT Balanced Scorecard Approach

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Abstrak

Penelitian ini berfokus pada pengukuran kinerja Direktorat Teknologi Informasi pada Direktorat Jenderal Hak Kekayaan Intelektual Departemen Hukum dan HAM RI dengan menggunakan pendekatan IT Balanced Scorecard. Pendekatan IT Balanced Scorecard mengukur kinerja dari 4 perspektif yaitu perspektif kontribusi organisasi, perspektif orientasi pengguna, perspektif keunggulan operasional, dan perspektif orientasi di masa depan.

Hasil dari penelitian ini, kinerja Direktorat Teknologi Informasi dengan pendekatan IT Balanced Scorecard adalah cukup baik dengan total skor 45. Hasil pengukuran skor serta bobot dari para ahli untuk keseluruhan aspek sebesar 3,25 sehingga termasuk kategori kinerja cukup baik. Kinerja dengan nilai paling tinggi ada pada kinerja kontribusi organisasi mendapat predikat baik, sedangkan kinerja orientasi pengguna, kinerja keunggulan operasional, dan kinerja orientasi di masa depan mendapat nilai cukup baik.

Upaya-upaya strategik untuk meningkatkan kinerja Direktorat Teknologi Informasi harus terus dilakukan agar tingkat kinerjanya berada pada kondisi yang lebih baik/sangat baik. Dari kinerja kontribusi organisasi, perlu membangun aplikasi executive dashboard untuk mendukung manajemen eksekutif dalam mengambil keputusan.. Dalam memperbaiki pelayanan terhadap pengguna, Direktorat Teknologi Informasi perlu menyusun Service level agreement (SLA) yang merupakan kesepakatan antara Direktorat Teknologi Informasi dan pengguna mengenai tingkat layanan. Dari kinerja keunggulan operasional, perlu dilakukan validasi data, pemeliharaan dan evaluasi terhadap sistem yang berjalan. Untuk kinerja orientasi masa depan, perlu peningkatan pengetahuan dan kesejahteraan pegawai.

.....This research focused on performance measurement of Directorate of Information Technology in Directorate General of Intellectual Property Rights, Ministry of Law and Human Rights by using IT Balanced Scorecard approach. IT Balanced Scorecard approach measured performance from 4 (four) perspectives, they are: corporate contribution, customer orientation, operation excellent and future orientation.

The result of this research were as follow: the performance of Directorate of Information Technology based on IT Balanced Scorecard approach was quiet good with total score of 45. The result of score measurement from the experts for the entire aspects was 3,25, meaning that the performance was quiet good. The performance with the highest score was on corporate contribution which was good, as for customer orientation, operation excellent and future orientation the score were quiet good.

Strategic efforts in increasing the performance of Directorate of Information Technology must be done continuously in order to be in better/best condition. For corporate contribution performance, there was a need for developing executive dashboard application to support executive management in decision making.

In improving customer Service, Directorate of Information Technology had to compose Service Level Agreement (SLA), an agreement between Directorate of Information Technology and customers on level of Services. For operation excellent performance, there were needs for data validating, maintaiuing and evaluating of the on-going Systems. For future orientation, there were needs for improving knowledge and prosperity of employees.