

AUDIT SISTEM INFORMASI SKRIPSI (SISRI) UNTUK MENGUKUR KEPUASAN PENGGUNA BERDASARKAN KERANGKA COBIT 2019

Lula Kumala

200441100006

Pembimbing I : Firli Irhamni, S.T.,M.Kom.

Pembimbing II : Novi Prastiti, S.T., M.Kom.

ABSTRAK

Sistem Informasi Skripsi (SISRI) di Fakultas Teknik Universitas Trunojoyo Madura dirancang untuk memfasilitasi berbagai proses akademik skripsi, mulai dari pengajuan judul hingga penilaian akhir. Penelitian ini mengaudit tata kelola dan kualitas layanan SISRI berdasarkan kerangka COBIT 2019 pada tiga domain utama yakni DSS02 (*Managed Service Requests and Incidents*), BAI08 (*Managed Knowledge*), dan APO11 (*Managed Quality*), serta mengevaluasi dampaknya terhadap kepuasan pengguna. Penelitian menggunakan metode deskriptif kualitatif dengan melalui wawancara terstruktur, observasi, dan lembar audit kepada 14 informan kunci. Analisis data dibantu NVivo untuk mengkode dan mengekstrak tema utama. Hasil audit pada domain DSS02 menemukan pencatatan insiden masih manual tanpa formulir resmi, belum ada prosedur eskalasi, serta belum diterapkan klasifikasi dan pemantauan insiden. Meskipun tim teknis merespon cepat dan beberapa layanan dapat diproses otomatis namun belum ada mekanisme untuk mengukur kepuasan pengguna. Pada domain BAI08, SOP dan panduan penggunaan telah tersedia, data akademik terklasifikasi, dan hak akses ditetapkan sesuai peran. Namun, sosialisasi dan pelatihan hanya dilakukan saat peluncuran, dan belum ada dokumentasi kesalahan terpusat. Pada domain APO11, menunjukkan belum adanya penanggung jawab mutu setelah pembubaran TIMSI. Evaluasi bersifat insidental dan belum ada prosedur baku pencatatan kesalahan. Meski dokumen SOP dan pedoman skripsi tersedia, standar kualitas belum ditetapkan dan audit kepatuhan belum dilaksanakan. Penerapan ketiga domain COBIT 2019 telah mempercepat respons layanan dan kemudahan akses informasi dalam SISRI, yang berdampak pada kepuasan pengguna. Namun, kelemahan pada dokumentasi, prosedur baku, otomasi proses, dan struktur mutu menunjukkan perlunya perbaikan. Rekomendasi meliputi standardisasi SOP, otomasi pencatatan insiden, penetapan *process owner*, pelatihan rutin, serta pengukuran kepuasan pengguna melalui survei dan *dashboard* analitik.

Kata kunci: Audit Sistem Informasi, COBIT 2019, Kepuasan Pengguna, DSS02, BAI08, APO11

THESIS INFORMATION SYSTEM AUDIT (SISRI) TO MEASURE USER SATISFACTION BASED ON THE COBIT 2019 FRAMEWORK

Lula Kumala
200441100006

Pembimbing I : Firli Irhamni, S.T.,M.Kom.

Pembimbing II : Novi Prastiti, S.T., M.Kom.

ABSTRACT

The Thesis Information System (SISRI) at the Faculty of Engineering, Trunojoyo University, Madura, is designed to facilitate various academic processes for thesis writing, from title submission to final assessment. This study audits the governance and quality of SISRI services based on the COBIT 2019 framework in three main domains: DSS02 (Managed Service Requests and Incidents), BAI08 (Managed Knowledge), and APO11 (Managed Quality), and evaluates their impact on user satisfaction. The study used a qualitative descriptive method through structured interviews, observations, and audit sheets with 14 key informants. Data analysis was assisted by NVivo to code and extract key themes. The audit results in the DSS02 domain found that incident recording was still manual without an official form, there was no escalation procedure, and incident classification and monitoring had not been implemented. Although the technical team responded quickly and some services could be processed automatically, there was no mechanism to measure user satisfaction. In the BAI08 domain, SOPs and usage guides were available, academic data were classified, and access rights were assigned according to roles. However, socialization and training were only conducted at launch, and there was no centralized error documentation. In domain APO11, there is no quality management body since the dissolution of TIMSI. Evaluations are incidental, and there is no standard procedure for recording errors. Although SOP documents and thesis guidelines are available, quality standards have not been established, and compliance audits have not been conducted. The implementation of the three COBIT 2019 domains has accelerated service response and eased access to information within SISRI, which has impacted user satisfaction. However, weaknesses in documentation, standard procedures, process automation, and quality structures indicate the need for improvement. Recommendations include standardizing SOPs, automating incident recording, establishing process owners, regular training, and measuring user satisfaction through surveys and analytical dashboards.

Keywords: Information Systems Audit, COBIT 2019, User Satisfaction, DSS02, BAI08, APO11