

**ANALISIS PROSES PENGAWASAN EVALUASI DAN PENILAIAN
PENGENDALIAN INTERNAL PADA SISTEM BADAN PELAYANAN
PERIJINAN TERPADU KOTA SEMARANG BERDASARKAN
KERANGKA KERJA COBIT 5**

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ABSTRAK

One Stop Service (OSS) merupakan layanan perijinan yang digunakan BPPT Kota Semarang. Berbagai upaya dilakukan untuk memberikan layanan yang terbaik dan meminimalkan kesalahan dengan melakukan penilaian kinerja pengelolaan pelayanan yang sesuai dengan pengendalian kontrol internal untuk melihat tingkat kesesuaian layanan. Metode pengumpulan data yang digunakan adalah observasi, wawancara dan kuesioner dengan metode analisis berdasarkan COBIT 5. Adapun hasil penelitian berupa tingkat kapabilitas tata kelola TI pada proses pengawasan, evaluasi, dan penilaian pengendalian internal terkait dengan sistem saat ini tercapai dengan baik sebesar 78,16% setara dengan 2,78 dimana Incomplete (Level 0) dan Performed (Level 1) sudah mencapai status Fully Achieved, berdasarkan hasil pencapaian level kapabilitas yang ada dapat diketahui target yang akan dicapai yaitu Established (Level 3).

Kata Kunci : Tata Kelola, COBIT 5, Tingkat Kapabilitas, Kesenjangan
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**An analysis of the process of supervision evaluation and judgment
internal control on system services agency integrated licensing
semarang city based on a framework cobit 5**

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ABSTRACT

One stop service (OSS) is the licensing service used BPPT Semarang city .Various efforts to give the best service and minimizing error by conducting assessment management performance services in accordance with the control of internal control to see the level of service .Data collection method used is observation , interviews and questionnaires with a method of analysis based on COBIT 5 .As for the result the level of research capabilities in the form of governance of the process of ti on supervision , evaluation , and the assessment of internal control system associated with currently achieved with good worth 78,16% equivalent to 2,78 where incomplete (Level 0) the level and the level of performed (Level 1) had reached the status of fully achieved , based on the results the attainment of the level of capability that there can be known the target will be reached that is established (Level 3).

Keyword : Governance, COBIT 5, Capability Level, Gap
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