

**PERHITUNGAN MATURITY LEVEL PROSES PENDIDIKAN DAN  
PELATIHAN OPERATOR KOMPUTER PADA CV. TANI MAKMUR  
SEJAHTERA DENGAN FRAMEWOK COBIT 4.1 UNTUK  
MENINGKATKAN KINERJA PERUSAHAAN**

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**ABSTRAK**

CV. Tani Makmur Sejahtera telah lama berkecimpung pada bisnis pupuk dan berhubungan dengan BUMN pupuk yang senantiasa mengedepankan layanan berbasis TI. Penelitian ini bertujuan untuk mengukur serta mengevaluasi proses pendidikan dan pelatihan operator komputer CV. Tani Makmur Sejahtera dengan menggunakan standar COBIT. Data diperoleh melalui wawancara dan penyebaran kuisioner serta pemilihan responden disesuaikan berdasarkan struktur RACI Chart proses Educate and Train user. Kemudian data diolah untuk mendapatkan tingkat kematangan (Maturity Level) kondisi saat ini (As Is) dan kondisi yang diharapkan (To Be). Setelah itu, akan dilakukan analisa kesenjangan terhadap kedua kondisi untuk dijadikan dasar dalam menentukan strategi perbaikan Tata Kelola TIK Educate and Train user serta perbaikan akan secara bertahap menuju tingkat kematangan (maturity level) yang diharapkan (To Be) berdasarkan framework COBIT. Hasil penelitian menunjukkan bahwa Tata Kelola TIK Educate and Train user berada pada level 2 (Berulang tapi Intuitif). Strategi perbaikan akan dilakukan secara bertahap dengan melakukan tindakan perbaikan yang disesuaikan dengan 6 (enam) atribut kematangan COBIT.

Kata Kunci : Tata Kelola TI, Educate and Train user, Maturity Level

**MATURITY LEVEL OF EDUCATION AND TRAINING PROCESS  
COMPUTER OPERATOR IN CV . TANI MAKMUR SEJAHTERA WITH  
COBIT 4.1 FRAMEWOK TO INCREASE ITS PERFORMANCE**

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**ABSTRACT**

CV. Tani Makmur Sejahtera has long been in the fertilizer business and dealing with state-owned fertilizer always prioritize IT-based services. This study aims to measure and evaluate the educational process and training of computer operators CV. Tani Makmur Sejahtera using COBIT standards. Data were obtained through interviews and questionnaires as well as the selection of respondents is adjusted based on the structure of RACI Chart Educate and Train the user. Then the data is processed to obtain a level of maturity (Maturity Level) the current state (As Is) and the expected conditions (To Be). After that, there will be a gap analysis of the two conditions to be used as a basis to determine improvement strategies ICT Governance Educate and Train user as well as the improvements will gradually towards the level of maturity (maturity level) expected (To Be) based on the COBIT framework. The results showed that the ICT Governance Educate and Train user is at level 2 (Repetitive but Intuitive). The revised strategy will be implemented gradually to take corrective actions that are tailored to 6 (six) attribute COBIT maturity.

Keyword : IT Governance, Educate and Train user, Maturity Level