

DAFTAR ISI

ABSTRAK	iv
<i>ABSTRACT</i>	v
KATA PENGANTAR	vi
DAFTAR ISI.....	vii
DAFTAR GAMBAR	x
DAFTAR TABEL.....	xi
DAFTAR LAMPIRAN	xiii
DAFTAR ISTILAH	xiv
Bab I Pendahuluan	15
I.1 Latar Belakang	15
I.2 Perumusan Masalah.....	18
I.3 Tujuan Penelitian.....	18
I.4 Batasan Penelitian	19
I.5 Manfaat Penelitian.....	19
I.6 Sistematika Penulisan.....	19
Bab II Tinjauan Pustaka	21
II.1 Kajian Teori.....	21
II.1.1 Teknologi Informasi.....	21
II.1.2 Tata Kelola Teknologi Informasi	22
II.1.3 COBIT 2019.....	22
II.1.4 <i>Evaluate, Direct and Monitor (EDM)</i>	27
II.1.5 <i>IT Talent Management</i>	29
II.1.6 LAM INFOKOM	30
II.2 Alasan Pemilihan Kerangka Kerja	31

II.3	Penelitian Terdahulu.....	31
Bab III	Metodologi Penelitian.....	34
III.1	Model Konseptual Penelitian	34
III.2	Sistematika Penelitian	37
III.3	Alasan Pemilihan Metode.....	39
III.4	Pengumpulan Data	39
III.5	Analisis Data	40
III.5.1	<i>Design Factors</i>	41
III.5.2	<i>Assessment Capability</i>	41
III.5.3	<i>Potential Improvement</i>	41
III.5.4	<i>Roadmap Timeline</i>	42
III.6	Uji Keabsahan Data	42
Bab IV	Pengumpulan, Pengolahan, dan Analisis Data	44
IV.1	Pengumpulan Data	44
IV.1.1	Deskripsi Objek Penelitian.....	44
IV.1.2	Teknik Pengumpulan Data.....	58
IV.2	Pengolahan Data dan Analisis Data	60
IV.2.1	<i>Phase 1 – Recognize Need to Act</i>	61
IV.2.2	<i>Phase 2 – Assess Current State</i>	80
IV.2.3	<i>Phase 3 – Define Target State</i>	83
IV.2.4	<i>Responsibility Assignment Matrix</i>	86
Bab V	Rekomendasi dan <i>Roadmap Timeline</i>	89
V.1	<i>Phase 4 – Build Improvement</i>	89
V.1.1	<i>Detailed Improvement</i>	89
V.2	<i>Roll Out Solution</i>	91
V.3	<i>Fulfillment Status</i>	92

Bab VI	Kesimpulan dan Saran	95
VI.1	Kesimpulan.....	95
VI.2	Saran	96
	DAFTAR PUSTAKA	97
	LAMPIRAN A – SURAT PENGANTAR TUGAS AKHIR.....	99
	LAMPIRAN B – DOKUMENTASI WAWANCARA	100
	LAMPIRAN C – DOKUMENTASI VALIDASI.....	101
	LAMPIRAN D – LEMBAR VALIDASI	102
	LAMPIRAN E – HASIL <i>DESIGN FACTORS</i>	104
	LAMPIRAN F – HASIL <i>ASSESSMENT CAPABILITY LEVEL EDM04</i>	117
	LAMPIRAN G – HASIL <i>GAP ANALYSIS EDM04</i>	121
	LAMPIRAN H – HASIL <i>POTENTIAL IMPROVEMENT EDM04</i>	122