

ABSTRACT

Development of information technology (IT) causes more rapid development of the type and complexity of the products and services of the bank [12]. Efforts to improve product competitiveness by developing technological innovations that can be expressed in four bases on the technology component operating process is a component technoware, humanware, infoware, orgaware [13]. This research was conducted on BIG-eB system used by Bank Indonesia, because the system is still a problem on the unpreparedness in meeting the needs of the primary users so that the checkout process is still not optimal. The purpose of this study was to determine the level of readiness of BIG-eB system by measuring criteria and sub criteria on variable humanware and technoware, knowing the criteria with the greatest value at each stage of the round Delphi method. This research was conducted using the Delphi method with three rounds. There are six stages of the Delphi method, which determines the topics to be discussed, developed the criteria of topics, determines the experts involved in the Delphi method, design the questionnaire to be distributed at each round, disseminate the results of the questionnaire and the analysis of the results of the questionnaire [9]. The results obtained from this study is the degree of readiness of the technology components humanware at 0.8222. The value of the component technology readiness level of 0.75 technoware highest scoring value on awareness work in groups and the ability to meet the due date got the highest score of 10.

Keywords: Humanware, Technoware, Banking, component technology, Technology, Delphi Method.