

DAFTAR TABEL

Tabel II- 1 Penelitian oleh Winata Nugraha dan Edi Surya Negara.....	10
Tabel II- 2 Penelitian oleh Cahya Indah Safitri, dkk.....	11
Tabel II- 3 Penelitian oleh Aryanto dan Edo Arribe	12
Tabel II- 4 Penelitian oleh Axel Natanael Salim dan Tata Sutabri	13
Tabel II- 5 Penelitian oleh Yoga Pratama dan Tata Sutabri.....	14
Tabel II- 6 Penelitian oleh Resad Setyadi dan Enggar Priyatiningsih.....	15
Tabel II- 7 Penelitian oleh Nur Hasan Assobarry, dkk	16
Tabel II- 8 Penelitian oleh Anita Sari Wardani	17
Tabel II- 9 Penelitian oleh Abi Zakaria, dkk.....	18
Tabel II- 10 Penelitian oleh Willy Adam, dkk	19
Tabel II- 11 Penelitian oleh Mashuda Bahtiar, dkk.....	20
Tabel II- 12 Penelitian oleh Ernest Matindas, dkk	21
Tabel II- 13 Penelitian oleh Vivi Widya Larasati, dkk	22
Tabel II- 14 Perbandingan antara ITIL, COBIT 5, ISO/IEC 20000.....	33
Tabel II- 15 Maturity Level.....	42
Tabel III- 1 Profil Informan.....	46
Tabel III- 2 Daftar Farmasi Apotek.....	47
Tabel III- 3 Jadwal Pelaksanaan.....	49
Tabel IV- 1 Uji Validitas R tabel	54
Tabel IV- 2 Uji Validitas Siginifikan	55
Tabel IV- 3 Cronbach's alpha.....	55
Tabel IV- 4 Nilai Cronbach's alpha	58
Tabel IV- 5 Penentuan Skala.....	59
Tabel IV- 6 Rangkaian Skala	59
Tabel IV- 7 Skor keragaman Layanan IT	60
Tabel IV- 8 Skor Kecepatan Mengakses Internet.....	61
Tabel IV- 9 Skor Kepuasan Layanan SIMRS Modul Farmasi Apotek	63
Tabel IV- 10 Skor Kepuasan Layanan SIMRS	65
Tabel IV- 11 Hasil Kuesioner Level 1 (Services Desk)	68
Tabel IV- 12 Hasil Kuesioner Level 1.5 (Services Desk)	69

Tabel IV- 13 Hasil Kuesioner Level 2 (Services Desk)	70
Tabel IV- 14 Hasil Kuesioner Level 2.5 (Services Desk)	72
Tabel IV- 15 Hasil Kuesioner Level 3 (Services Desk)	73
Tabel IV- 16 Hasil Kuesioner Level 3.5 (Services Desk)	75
Tabel IV- 17 Hasil Kuesioner Level 4 (Services Desk)	76
Tabel IV- 18 Hasil Kuesioner Level 4.5 (Services Desk)	77
Tabel IV- 19 Hasil Kuesioner Level 5 (Services Desk)	79
Tabel IV- 20 Hasil Pencapaian Kuesioner (Service Desk)	80
Tabel IV- 21 Hasil Kuesioner Level 1 (Incident Management)	81
Tabel IV- 22 Hasil Kuesioner Level 1.5 (Incident Management)	83
Tabel IV- 23 Hasil Kuesioner Level 2 (Incident Management)	84
Tabel IV- 24 Hasil Kuesioner Level 2.5 (Incident Management)	86
Tabel IV- 25 Hasil Kuesioner Level 3 (Incident Management)	87
Tabel IV- 26 Hasil Kuesioner Level 3.5 (Incident Management)	88
Tabel IV- 27 Hasil Kuesioner Level 4 (Incident Management)	89
Tabel IV- 28 Hasil Kuesioner Level 4.5 (Incident Management)	91
Tabel IV- 29 Hasil Kuesioner Level 5 (Incident Management)	92
Tabel IV- 30 Hasil Pencapaian Kuesioner (Incident Management)	94
Tabel IV- 31 Hasil Kuesioner Level 1 (Problem Management)	95
Tabel IV- 32 Hasil Kuesioner Level 1.5 (Problem Management)	96
Tabel IV- 33 Hasil Kuesioner Level 2 (Problem Management)	98
Tabel IV- 34 Hasil Kuesioner Level 2.5 (Problem Management)	99
Tabel IV- 35 Hasil Kuesioner Level 3 (Problem Management)	101
Tabel IV- 36 Hasil Kuesioner Level 3.5 (Problem Management)	102
Tabel IV- 37 Hasil Kuesioner Level 4 (Problem Management)	104
Tabel IV- 38 Hasil Kuesioner Level 4.5 (Problem Management)	105
Tabel IV- 39 Hasil Kuesioner Level 5 (Problem Management)	107
Tabel IV- 40 Hasil Pencapaian Kuesioner (Problem Management)	108
Tabel IV- 41 Hasil Pencapaian Akhir Kuesioner (Service Desk)	110
Tabel IV- 42 Hasil Pencapaian Akhir Kuesioner (Incident Management) .	120
Tabel IV- 43 Hasil Pencapaian Akhir Kuesioner (Problem Management) .	131
Tabel IV- 44 Kematangan Layanan IT: Service Desk	142

Tabel IV- 45 Kematangan Layanan IT: Incident Management.....	145
Tabel IV- 46 Kematangan Layanan IT: Problem Management	148
Tabel IV- 47 Rekomendasi Site Service Desk	151
Tabel IV- 48 Rekomendasi Site Incident Management	154
Tabel IV- 49 Rekomendasi Site Problem Management	157