

Assessing IT Governance Performance Using the Balanced Scorecard: A Case of PDAM Tirta Moedal Semarang

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Abstract

IT Governance performance measurement at PDAM Tirta Moedal Semarang City is only seen from financial measures and internal performance assessments. IT governance performance measurement still cannot reflect the actual performance because there are still other aspects that have not been included in the assessment criteria such as financial aspects, customer aspects, business processes, and growth perspectives that can still be used as performance measurement indicators, so that IT Governance performance measurement is more comprehensive. The purpose of this study is to analyze and determine the results of IT governance performance measurement at PDAM using a balance scorecard. Data collection techniques used are interviews, questionnaires, documentation and literature studies. The results of this study indicate that the results of IT governance performance measurement at PDAM using a balance scorecard, it can be concluded that the financial performance of the IT department is quite good with most KPIs approaching or exceeding the target. While the performance of the IT department's customer perspective is quite good with most KPIs approaching the target. The performance of the IT department's business process perspective is quite good with most KPIs approaching or reaching the target. The performance of the IT department's learning and growth perspective is quite good with several areas that require attention. Staff training and certification need to be improved to achieve the target and the IT team has the necessary skills. Technology innovation is progressing well with targets being achieved, while staff retention rates are slightly below target indicating the need for improvements in career management and the work environment.

Keywords: Performance, IT Governance, Balanced Scorecard