Performance Analysis of the E-Government Website of the Ministry of Religious Affairs of Cirebon Regency Using the Cobit 5 Framework

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Abstract

Information systems have a very important role in providing excellence in the business world and the world of government. Where the investment in information systems is getting bigger but does not support the achievement of the goals and strategies expected by the organization. For this reason, information technology governance is needed. COBIT 5 is one of the means to help organizations create optimal value in managing information technology governance so that organizations can finally achieve their vision and mission. COBIT 5 allows information technology to carry out overall governance and services, manage the business from end to end, be responsible for the entire area of information technology functions. The Ministry of Religious Affairs of Cirebon Regency realizes that to achieve its business goals, technology is needed that can support the running of the government process. Therefore, the use of information technology is very important for human resources. The research method carried out by the author is to conduct interviews and direct observations to disseminate questionnaires to the Ministry of Religion of Cirebon Regency with the aim of obtaining accurate information on the use of the website of the Ministry of Religion of Cirebon Regency. Based on the research that has been carried out by paying attention to 14 respondents to be a sample, the value of the use of the Cirebon Regency Ministry of Religion website emerges, namely the value of the IT process in each domain, namely in 5 cobit domains, all of which are assessed as a whole using the EDM domain, then the Cirebon Regency Ministry of Religion website is still at Level 1 (Performed Process), which already exists but has not been used optimally.

Keywords: Cobit 5, Analisis Website, E-Government

A. Introduction

Almost all companies and governments in this era of globalization have used technology to carry out their governance processes, because information technology is currently very important for companies and governments to achieve their goals and strategies (Aurabillah et al., 2024; Teresya et al., 2022).

Information Technology drives success in the 21st century. On the other hand, the governance and challenges of government and corporate services have become increasingly complex, this causes all companies to really anticipate all the weaknesses of their information systems. Therefore, it is necessary to audit the information system running in the company. There are many ways that can be taken to audit information systems, but this time the audit will focus more on the use of COBIT (Purwaningrum et al., 2021; Sahibudin et al., 2008; Alfaraj & Qin, 2011; Ilori et al., 2024).

The Ministry of Religious Affairs of Cirebon Regency is a government office that has used information systems for smooth operations and strategic goals in achieving the success of the government's vision and mission. Therefore, the author conducted an assessment on the governance of the use of information systems at the office of the Ministry of Religion of Cirebon Regency using the COBIT Method 5. The purpose of the assessment of information system governance is expected to be an evaluation material for the use of the information system of the Ministry of Religion of Cirebon Regency so that in the future it can make improvements (Fuada, 2019; Ikhsan et al., 2021; Khairani et al., 2025; Wabiser & Singgalen, 2022).

In addition, the results of the assessment of information system governance are based on the following Capability Level:

1. Level   0, Incomplete Process ± Incomplete Process;

2. Level   1, Performed Process ± Process executed (one attribute); At this stage, the organization has implemented but has not yet achieved the proposal.

3. Level   2, Managed Process ± Orderly process (two attributes); At this stage, the organization has carried out the IT process and achieved its goals in a well-managed manner, management here means its implementation through the process of planning, evaluation and adjustment for the better 4. Level 3, Established Process ± Fixed process (two attributes); At this stage, the organization has implemented IT processes and standardized.

4.   Level 4, Predictable Process ± At this stage, the organization has carried out the IT implementation process within the specified limits to achieve the expected process outcomes.

5.Level   5, Optimising Process - Optimization Process (two attributes); At this stage, the organization has implemented IT processes and continues to improve continuously

B. The First Aspect of the Discussion, As the Second Section

The capability model is a measuring tool to determine the information technology process at the Ministry of Religion of Cirebon Regency. This measurement process is carried out to determine the governance of information technology and in this measurement activity will result in an assessment of the current condition of the entire cobit domain (Khther & Othman, 2013; Dhiaaul et al., 2023).

In the measurement of the capability of this model, data was collected through a questionnaire. The sample of respondents involved in filling out the questionnaire was in the information technology unit and users from other units who directly operate information technology on a daily basis and know problems related to the selected process. The respondents used in this study amounted to 14, because of these 14 respondents were able to represent the whole of the sample data needed (Richards & Rodgers, 1988; Burke et al., 2017).

Based on the results of the calculation of 40 COBIT processes that were evaluated, namely in all domains, the acquisition of the capability level that has been achieved by the Ministry of Religious Affairs of Cirebon Regency can be seen in the following table.

1.   Domain EDM (Evaluate, Direct and Monitor)

The maturity level of the assessment of 14 respondents in the **EDM02 domain**, which is 2, shows that it is in the position **of Level 2** (*Managed Process*). This means that the process has been successfully carried out, but the existing procedures have not been implemented properly and consistently. However, if assessed as a whole using the EDM domain, the website of the Ministry of Religion of Cirebon Regency is still at **Level 1** (*Performed Process*), which already exists but has not been used optimally (Ho & Newman, 2003; Qudeiri et al., 2020).

Domain	IT	Other	Outside	Who does it? Do Not Know	Audited	Formality	Tingkat Kematangan	Jumlah
EDM01	1	1	1	1	1	1	**1**	5
EDM02	2	2	2	2	2	2	**2**	12
EDM03	2	1,7	2	2	1	1	**1,7**	10
EDM04	1	0,8	1	1	1	0	**0,8**	5
EDM05	2	1,5	2	1	1	1	**1,5**	9
							Jumlah	**41**
							Rata-Rata Proses	**8,2**
							Rata-Rata Sub Proses	**1,64**

2.   Domain APO (Align, Plan and Organise)

The maturity level of the assessment of 14 respondents in the **APO01 and APO10** domains , namely 2, shows that it is in **the Level 2** (*Managed Process*) position. This means that the process has been successfully carried out, but the existing procedures have not been implemented properly and consistently. However, if assessed as a whole using the APO domain, the website of the Ministry of Religious Affairs of Cirebon Regency is still at **Level 1** (*Performed Process*), which already exists but has not been used optimally (Handayani et al., 2023; Zai et al., 2023).

Domain			Who does it?				Tingkat Kematangan	Jumlah
	IT	Other	Outside	Do Not Know	Audited	Formality		
APO01	2	2	2	2	2	2	**2**	12
APO02	1	2	1	2	1	1	**1,3**	8
APO03	1	1	1	1	1	0	**0,8**	5
APO04	1	1	1	1	1	0	**0,8**	5
APO05	1	1	1	1	1	1	**1**	6
APO06	1	1	1	1	0	0	**0,7**	4
APO07	1	0	1	1	0	0	**0,5**	3
APO08	1	1	1	1	1	1	**1**	6
APO09	2	2	2	2	2	1	**1,8**	11
APO10	2	2	2	2	2	2	**2**	12
APO11	1	1	1	1	1	0	**0,8**	5
APO12	1	1	1	1	1	1	**1**	6
APO13	1	1	2	1	2	1	**1,3**	8
Jumlah								**91**
Rata-Rata Proses								**7,00**
Rata-Rata Sub Proses								**1**

3.   Domain BAI (Build, Acquire and Operate)

The maturity level of the assessment of 14 respondents in the **BAI02 domain** , which is 2.17, shows that it is in the Level **2** (*Managed Process*) position. This means that the process has been successfully carried out, but the existing procedures have not been implemented properly and consistently. However, if assessed as a whole using the BAI domain, the website of the Ministry of Religious Affairs of Cirebon Regency is still at **Level 1** (*Performed Process*), which already exists but has not been used optimally (Fernando et al., 2023; Alfarisy & Sutabri, 2023).

Domain	Who does it?	Jumlah

	IT	Other	Outside	Do Not Know	Audited	Formality	Tingkat Kematangan	
BAI01	2	1	2	2	2	1	**1,67**	10
BAI02	2	2	2	2	2	3	**2,17**	13
BAI03	2	2	1	2	2	2	**1,83**	11
BAI04	2	2	1	2	1	2	**1,67**	10
BAI05	2	1	2	1	2	1	**1,5**	9
BAI06	2	2	1	2	1	1	**1,5**	9
BAI07	2	1	2	1	2	2	**1,67**	10
BAI08	2	2	2	2	1	1	**1,67**	10
BAI09	2	1	2	2	2	2	**1,83**	11
BAI10	2	2	2	1	1	2	**1,67**	10
						Jumlah		**101**
						Rata-Rata Proses		**10,1**
						Rata-Rata Sub Proses		**1,01**

4. Domain DSS (Deliver, Service and Support)

The maturity level and Domain Level of DSS from the assessment of 14 respondents in **the DSS02** domain is 1.67 while for the whole it is 1.14 indicating that it is in the **position of Level 1** (*Performed Process*) (Suryanto et al., 2023).

Domain	Who does it?						Tingkat Kematangan	Jumlah
	IT	Other	Outside	Do Not Know	Audited	Formality		
DSS01	1	1	2	1	1	1	**1,17**	7
DSS02	2	2	2	1	2	1	**1,67**	10
DSS03	1	1	1	1	1	2	**1,17**	7
DSS04	0	1	1	1	1	0	**0,67**	4
DSS05	1	1	1	1	1	1	**1**	6
						Jumlah		**41**
						Rata-Rata Proses		**6,83**
						Rata-Rata Sub Proses		**1,14**

5. Domain MEA (Monitor, Evaluate and Assess)

The maturity level of the assessment of 14 respondents in the **MEA03 domain** , which is 1.5, is at **Level 1** (*Performed Process*). However, if assessed as a whole using the MEA domain, the website of the Ministry of Religious Affairs of Cirebon Regency is still at **Level 2** (*Managed Process*), which means that the process has been successfully carried out, but the existing procedures have not been implemented properly and consistently (Windasari et al., 2022).

Domain	Who does it?						Tingkat Kematangan	Jumlah
	IT	Other	Outside	Do Not Know	Audited	Formality		
MEA01	1	1	1	1	1	1	**1**	6
MEA02	1	1	1	1	1	1	**1**	6
MEA03	1	2	1	1	2	2	**1,5**	9
							Jumlah	**21**
							Rata-Rata Proses	**7**
							Rata-Rata Sub Proses	**2,33**

Improvement Strategies

For the management of information technology in the government office of the Ministry of Religion of Cirebon Regency so that it is better and can be maintained from the results of the values obtained, the author provides recommendations for the improvement strategy of the Ministry of Religion of Cirebon Regency as follows:

1. It is necessary to have an IT team or IT division to create a mature program inside to support the website of the Ministry of Religion of Cirebon Regency to be more *user-friendly*.
2. Services on the website are made more transparent so that services to the public are easier

E. Concluding Remarks

Based on the analysis and assessment process of the level of information technology governance capability in the 5 COBIT 5 domains are as follows:

1. From the discussion that has been reviewed, we can see that the use of information systems has not been maintained, optimizing the problem information system properly. Information systems know what to do with if information technology is not being used properly

2. From the results of the assessment of 5 domains, only the MEA (Monitor, Evaluate and Assess) domain has a capability level of 2.33, which means that at this stage the organization has implemented but has not achieved the maximum goal in the use of information systems

3. While the APO domain has the lowest level capability value, which is 1, which means that the information system is already owned but not yet optimal.

4. However, it is good for the Ministry of Religion of Cirebon Regency to start designing an application that is more suitable for the government so that it can be used optimally.

5.   Conducting agreements and monitoring by engineers to fill in the task of categorizing complaints from the application.

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