

**EVALUASI TINGKAT KAPABILITAS TATA KELOLA SISTEM LAYANAN  
INFORMASI KEUANGAN (SLIK) PADA PT BANK DKI DENGAN  
MENGUNAKAN *FRAMEWORK* COBIT 2019**

**ABSTRAK**

Sistem Layanan Informasi Keuangan (SLIK) merupakan *platform* yang sangat penting dalam industri perbankan, khususnya di Indonesia, karena berfungsi sebagai basis data informasi keuangan yang digunakan oleh lembaga keuangan untuk melakukan evaluasi kredit. Implementasi SLIK membantu bank dalam menilai kelayakan kredit calon nasabah serta mengurangi risiko kredit macet. Di sisi lain, masyarakat juga diuntungkan dengan adanya SLIK karena proses pengajuan kredit menjadi lebih transparan dan akurat. Penelitian ini bertujuan untuk mengevaluasi tingkat kapabilitas tata kelola Sistem Layanan Informasi Keuangan (SLIK) pada PT Bank DKI dengan menggunakan *framework* COBIT 2019. Evaluasi ini berfokus pada pengukuran kapabilitas dalam *domainn* COBIT 2019, yaitu *Evaluate, Direct, and Monitor* (EDM); *Align, Plan, and Organize* (APO); *Build, Acquire, and Implement* (BAI); *Deliver, Service, and Support* (DSS); serta *Monitor, Evaluate, and Assess* (MEA). Data dikumpulkan melalui observasi, wawancara, dan penyebaran kuesioner kepada *stakeholder* terkait. Hasil penelitian menunjukkan bahwa kapabilitas tata kelola SLIK pada PT Bank DKI sudah memenuhi standar yang diharapkan, namun masih terdapat beberapa *gap* yang perlu diperbaiki untuk mencapai tingkat kapabilitas optimal yang diharapkan oleh *stakeholder*. Rekomendasi diberikan untuk meningkatkan efisiensi dan efektivitas tata kelola sistem informasi guna mendukung proses bisnis Bank DKI terutama pada Sistem Layanan Informasi Keuangan (SLIK) secara optimal.

Kata kunci: COBIT, *domainn*, SLIK, tata kelola

# EVALUATION OF GOVERNANCE CAPABILITY LEVEL OF THE FINANCIAL INFORMATION SERVICE SYSTEM (SLIK) AT PT BANK DKI USING THE COBIT 2019 FRAMEWORK

## ABSTRACT

*The Financial Information Service System (SLIK) is a crucial platform in the banking industry, particularly in Indonesia, as it serves as a database for financial information used by financial institutions to evaluate credit. The implementation of SLIK assists banks in assessing the creditworthiness of potential customers and reducing the risk of bad loans. On the other hand, the public also benefits from SLIK as the credit application process becomes more transparent and accurate. This study aims to evaluate the capability level of the governance of the Financial Information Service System (SLIK) at PT Bank DKI using the COBIT 2019 framework. The evaluation focuses on measuring capabilities in the COBIT 2019 domainns: Evaluate, Direct, and Monitor (EDM); Align, Plan, and Organize (APO); Build, Acquire, and Implement (BAI); Deliver, Service, and Support (DSS); and Monitor, Evaluate, and Assess (MEA). Data was collected through observations, interviews, and questionnaires distributed to relevant stakeholders. The research findings indicate that the governance capabilities of SLIK at PT Bank DKI have met the expected standards, although there are still some gaps that need to be addressed to achieve the optimal capability level desired by stakeholders. Recommendations are provided to enhance the efficiency and effectiveness of information system governance to optimally support PT Bank DKI's business processes, particularly in the Financial Information Service System (SLIK).*

*keyword: COBIT, domainn, governance, SLIK*