The Perspective of IT Balanced Scorecard Framework in General Election Commissions (KPU) of Surakarta

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Abstract

The presence of Silon KPU is intended to create general election processes with integrity, credibility, and transparency in 2019 in order to put out legitimate and reliable election results for the community. To measure the effectiveness of Silon in underpinning a legitimate election process, the IT BSC approach was employed in this study. The approach is grounded by the satisfaction value through four perspectives, namely: Corporate Contribution, Customer (User) Orientation, Operational Excellence, and Future Orientation. Thus, the expected effective measurement results were retrieved from a case in KPU Surakarta. Interview sessions were conducted in order to retrieve the essential data for this qualitative research. The research results revealed that Silon KPU contributes effectively to the candidature stages and the automatic checking process. Silon KPU also helps the users in corresponding dualSubmitted data. Nevertheless, some errors were still encountered in the system and the users caused by the lack of user understanding in operating the system, limited training, and the downed system server. The factors impact the performance achievement of Silon KPU.

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