

**ANALYSIS OF METHOD EFFECTIVENESS TO REDUCE FULFILLMENT
LEAD TIME OF INFORMATION TECHNOLOGY AUDIT
RECOMMENDATION IN PT “A” 2017**

By

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Revision after the Thesis Defense on February 15, 2018

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

ANALYSIS OF METHOD EFFECTIVENESS TO REDUCE FULFILLMENT LEAD TIME OF INFORMATION TECHNOLOGY AUDIT RECOMMENDATION IN PT "A" 2017

By

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Audit is a monitoring activity as a part of the process when regarding IT at the enterprise level. PT "A" put auditing in business macro process inline with information technology. The Information Technology Division establishes the policy of all audit recommendations fulfillment not to exceed 3 months, so that the Compliance Section underneath is given the responsibility to find ways to make this policy fulfilled. The creation of a web-based application has been made to regularly send email reminders to related Person In Charge (PIC) but this method does not satisfy the management because it still finds unfilled recommendations beyond the particular due date time limit of 40.52% and even exceeds the 3 month limit of 22.95%.

This study aims to find new more effective methods and measure the effectiveness. The method used is ADKAR change management framework implementation approach because this framework also focus to individual change. After treatment using a new method for 8 weeks, using the non parametric comparative test Wilcoxon, obtained the conclusion that this method is effective to reduce fulfillment leadtime significantly.

Keywords: Audit recommendation fulfillment, Lead time, Method effectiveness.



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DEDICATION

I dedicate this work to my beloved wife and children



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I thank Allah SWT for His blessings, which allows me to go through the learning process until this thesis is completed, and to my beloved family that inspired me to always be the best. Also to all academic community of Swiss German University, especially to Dr. Ir. Ir. M. Amin Soetomo, M. Sc as Head of Master of Information Technology who always give spirit and guidance, Dr. Mulya R. Mashudi, S.T., M.Sc as an advisor who provides thesis guidance based on his knowledge and extensive experience with patience and wisdom, Dr. Eka Budiarto, S.T., M.Sc as co-advisor with detailed and intelligent directions until this thesis is completed.

I feel getting the right curriculum option with my desire here to learn deeply about business related to information technology, supported by faculty with sufficient skill, excellent study place quality and strategic location so that the science given I can absorb very well.

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