Evaluation of the Silent Center System Using Cobit 2019 at Disnakertrans Sukabumi Regency With the DSS03 Domain

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Abstract

In the digital era, Information Technology (IT) plays a crucial role in improving the efficiency of public services, including at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency. One of the service innovations developed is the Silent Center website, which functions as an integrated system for issuing Job Seeker Cards (AK-1). However, this system faces various challenges, such as suboptimal performance, dependence on the main domain, and limitations in IT problem management. This study aims to evaluate the Silent Center system using the COBIT 2019 framework, focusing on the DSS03 – Managed Problems domain. The capability level analysis results indicate that the system's capability level is at Level 3 with a maturity level score of 61.30%, signifying that the system has achieved its purpose in a much more organized manner using organizational assets, with processes typically well-defined. The main issues identified include a lack of IT problem documentation, limited expert personnel, and reliance on vendors. Based on the evaluation results, this study provides improvement recommendations to enhance the efficiency and effectiveness of Silent Center system management, making it more reliable in supporting job seeker services.

Keywords: Information System Audit, COBIT 2019, Silent Center, DSS03 – Managed Problems.

I. INTRODUCTION

In the current digital era, Information Technology (IT) has become one of the main pillars supporting operational and business strategies. Government institutions that can effectively utilize IT will gain a significant competitive advantage. One of the government's efforts to provide services to the public is through the *Dinas Ketenagakerjaan dan Transmigrasi*, which handles employment and transmigration matters, ranging from the issuance of job seeker cards (AK-1) to the placement of workers abroad [1]. The *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency is a government agency responsible for recording and providing information related to job vacancies and job seekers [2].

AK-1 stands for *Antar Kerja* and contains personal data, card identification numbers, and legalization from the *Dinas Ketenagakerjaan dan Transmigrasi*. The yellow card (AK-1) is specifically designed for job seekers and serves as a database for the local *Dinas Ketenagakerjaan dan Transmigrasi* to calculate the percentage of job seekers in the region [3]. One of the technology-based services implemented in Sukabumi Regency is the Silent Center (Sukabumi Integrated Labour and Employment Center), a sub-domain of the *Siap Kerja* website managed by the *Dinas Ketenagakerjaan dan Transmigrasi* (*Disnakertrans*) of Sukabumi Regency.

The Silent Center website faces several challenges in performance, efficiency, and service effectiveness due to its integration with Siapkerja.id as the main domain. When Siapkerja.id experiences disruptions such as server downtime or slow loading, Silent Center, as its sub-domain, is also affected, hindering user access and administrator performance. A common solution that can be implemented is the enhancement of information technology (IT) infrastructure, which includes an audit of the existing infrastructure, such as servers and networks, to ensure their capability in handling high user loads.

A systematic approach to evaluating the quality and effectiveness of IT services can be conducted using the COBIT 2019 (Control Objectives for Information and Related Technology) framework. COBIT 2019 supports IT governance and management to ensure the achievement of organizational business goals [4]. This framework comprises six governance components: processes, organizational structures, principles, information, organizational culture, human resources, and infrastructure services along with their

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applications [5]. This research specifically focuses on the DSS (Deliver, Service, and Support) domain, which includes essential service delivery, operational continuity, security management, and the management of data and IT facilities [6].

Although the general objective of this study is to evaluate the information system of the Silent Center using the COBIT 2019 framework within the DSS domain, it is important to explicitly state the research objective. Therefore, this study aims to analyze the capability level of the Silent Center information system at the Sukabumi Regency Manpower Office based on the DSS domain indicators, identify system weaknesses affecting service performance, and provide improvement recommendations.

Furthermore, this study offers novelty in applying the COBIT 2019 framework to a subdomain of a local government public service website—a topic that has received limited attention in previous studies. It also addresses a research gap by specifically evaluating digital infrastructure that is directly integrated with the main government service platform.

Previous research conducted at the *Dinas Ketenagakerjaan dan Transmigrasi* (*Disnakertrans*) of Aceh Singkil Regency evaluated the service quality of AK-1 registration using the five SERVQUAL indicators. The study found that several service aspects remained suboptimal due to budget constraints and limited infrastructure [7].

In contrast, this study focuses on evaluating information systems through a technology-based approach using the COBIT 2019 framework. Another study at the Population and Civil Registration Office (*Dukcapil*) of Salatiga City employed COBIT 2019 to assess information system governance, resulting in an "Established Process" capability level; however, further optimization was still necessary [8].

Unlike this research, which specifically emphasizes problem management, the previous study addressed general governance aspects. An audit of the student admission system at Universitas Islam Negeri North Sumatra (UINSU) applied COBIT 5 using the DSS01, DSS02, and DSS03 domains and revealed that the system only reached capability level 1 [9].

This study differs by applying the more recent COBIT 2019 framework to the labor service context of the Silent Center. Another evaluation of IT governance at the Department of Communication and Information (*Diskominfo*) of Jayapura City using COBIT 5 within the MEA domain achieved an average score of 4.00 but still required improvements in governance practices [10].

The present research focuses on a specific subdomain—Silent Center—at Disnakertrans Sukabumi, which has not been previously evaluated. Finally, a study on the Academic Information System (*SIAKAD*) of STMIK Dharma Wacana using COBIT 5 (DSS01, DSS03, DSS05) found that the system was operating at capability levels 2–3, indicating the need for improvements in operational management and service security [11].

This study presents a significant gap by specifically evaluating the Silent Center information system using COBIT 2019 within the DSS03 (Manage Problems) domain—an area not yet explored in previous studies.

II. RESEARCH METHODOLOGY

The research process for auditing the Silent Center information system utilizes the COBIT 2019 framework, specifically within the DSS03 domain. The research stage is shown in Figure 1:

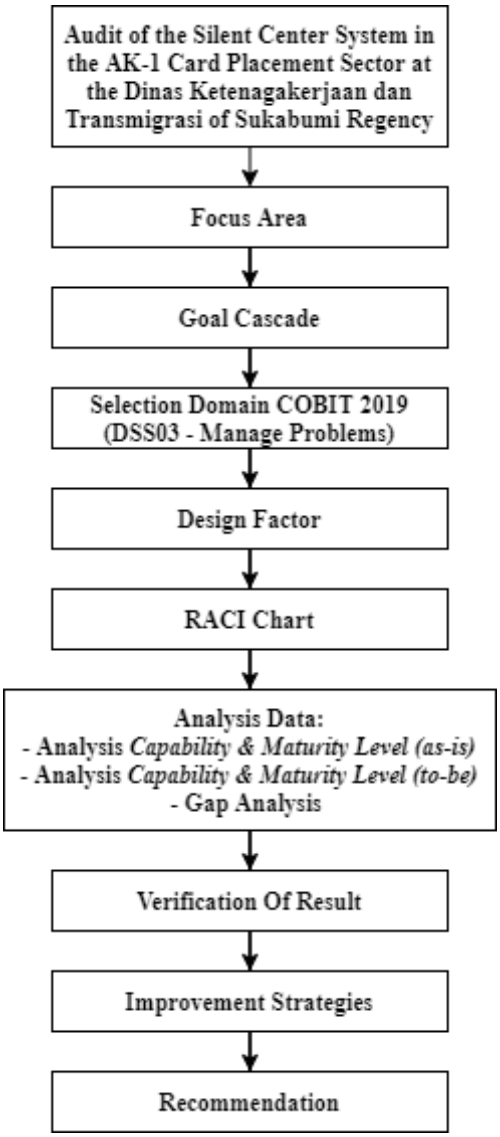


Figure 1. Theoritical Framework

A. Data Collection Methods

1) Observation

Observation is a data collection method conducted by directly monitoring the activities and processes within the Silent Center system in the Placement Division of the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency. This method used an observation sheet as an instrument to record workflow, user interactions, and any operational issues encountered. The data collected were

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qualitative in nature, providing insights into the actual and technical conditions of the running system [12].

2) Interview
Interviews were conducted directly with key informants involved in the management and use of the Silent Center system. The instrument used was a semi-structured interview guide designed to explore in-depth information regarding system effectiveness, encountered problems, and user expectations for future development. The data obtained were qualitative and descriptive, reflecting the informants' experiences and perceptions of the system [12].
3) Questionnaire
Questionnaires were distributed to system users to gather quantitative data regarding satisfaction levels, ease of use, and system effectiveness. The instrument employed was a closed-ended questionnaire using a Likert scale. The data obtained were quantitative and used to measure user perceptions of system performance and quality [13].

B. Research Stages

1) Focus Area
This focus area covers various domains related to the planning, management, and evaluation of IT systems to ensure effectiveness, efficiency, security, and compliance with regulations.
2) Goal Cascade
This mechanism ensures that IT directly supports the achievement of business objectives. This stage is divided into four main components:
   - Stakeholder Driver and Needs: Stakeholders influencing IT governance and management at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency, including organizational structure, vision, and mission.
   - Enterprise Goals: Strategic objectives set by the organization to meet stakeholder needs.
   - Alignment Goals: Intermediate goals that connect enterprise objectives with IT governance and management targets.
   - Governance and Management Objectives: Specific objectives that must be achieved to manage and direct information technology effectively.
3) Design Factor
At this stage, analysis is conducted using a tool called the Design Factors Toolkit. Design Factors refer to various elements that influence the design of corporate governance systems and support the successful implementation of information technology.
4) RACI chart
The RACI Chart is part of the Responsibility Assignment Matrix (RAM), a mapping method that links resources to activities within each procedure. RACI stands for Responsible (R), Accountable (A), Consulted (C), and Informed (I) [14].
5) Capability Level and Maturity Level
The Capability Level is used to determine the capability level of IT governance based on operational needs that can be achieved. Meanwhile, the Maturity Level is a measurement used to assess the effectiveness of an ongoing IT governance process. The questionnaire data used to evaluate the capability level of each activity is calculated using the Guttman Scale formula (Formula 1 & Table 1).

$$CC\ \frac{\Sigma cL\alpha}{\sum po} \times 100\% \quad (1)$$

Table 1. Description of Capability Level Calculation Formula [15].

CC	Governance and Management Capability Level Achievement Score
∑cLa	Total Governance and Management Score
∑po	Total Governance and Management Activities

6) Current Capability Analysis (*As-Is*)
This stage analyzes the current capability level to assess the extent to which the system meets IT governance standards.
7) Expected Capability Analysis (*To-Be*)
This stage establishes the desired capability level by comparing the system's current performance with the target performance that should be achieved..
8) Gap Analysis
This section compares the results of the *As-Is* and *To-Be* analyses to identify gaps in system management. This analysis helps in formulating recommendations for improvement.

III. RESULT AND DISCUSSION

A. Focus Area Results

This study evaluates the governance of information technology on the Silent Center website, specifically in the AK-1 Card Placement sector at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency. The evaluation employs the COBIT 2019 framework, focusing on the DSS03 (Manage Problems) domain. The primary objective is to identify weaknesses in problem management, including slow loading times, server downtime, dependence on the parent system, and service limitations.

B. Goal Cascade Result

1) Enterprise Goals and Aligment Goals
At this stage, a mapping process is conducted for Enterprise Goals (EG) and Alignment Goals (AG). The mapping results indicate that the "Primary" (P) value reflects a key role based on the COBIT 2019 Governance and Management Objectives module. The Enterprise Goals are derived from the vision and mission of the *Dinas Ketenagakerjaan dan Transmigrasi* Sukabumi Regency, while the Alignment Goals, obtained through interviews, are concluded to be consistent with the conducted mapping, as illustrated in Figure 2.

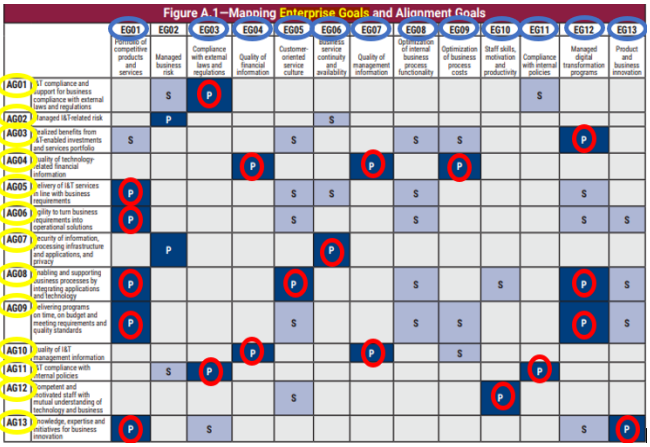


Figure 2. Mapping Enterprise Goals and Aligment Goals

2) Governance and Managaement Objectives
At this stage, a mapping between Alignment Goals (AG) and Governance Management Objectives is conducted based on data obtained from interviews with respondents from the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency, following the COBIT 2019 framework (Figure 3). The results indicate that objectives marked with the Primary (P) value play a key role in achieving governance alignment.

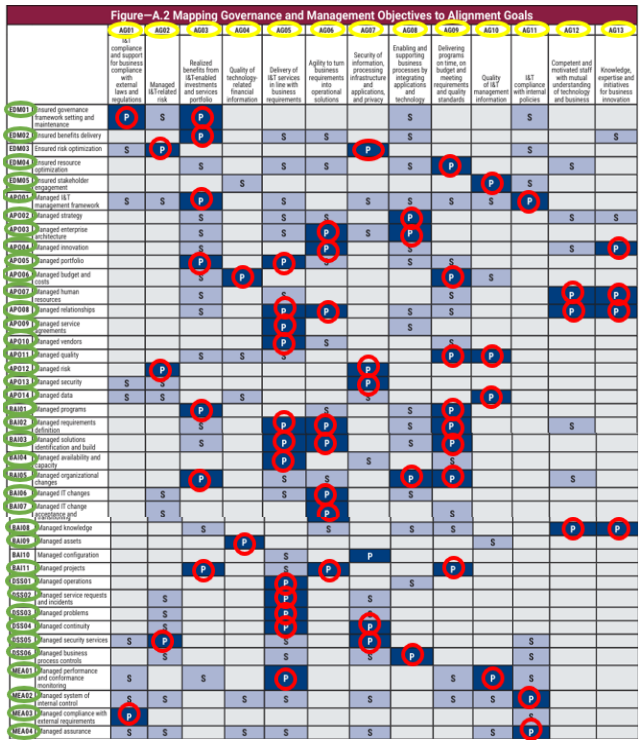


Figure 3. Mapping Aligment Goals and Governance Management Objectives

C. Design Factor Results

This stage involves the identification of Design Factors across 11 stages (Enterprise Strategy – Enterprise Size), with data obtained through direct interviews with relevant sources. The researcher analyzes and determines process objectives using the applied Design Factors (DF1 – DF11). The results of the process objectives analysis are presented in Figure 4, which shows that within the DSS03 – Managed Problems domain, an audit process can be conducted for managing issues. The score of -50, derived from the conclusions of DF1 through DF11, was obtained based on written evidence provided by the sources, reflecting the current system conditions and indicating weaknesses that need to be addressed to improve system performance.

This score of -50 highlights a significant gap between the current implementation and the expected performance level of the Silent Center system, specifically within the AK-1 placement services. The negative score signifies low maturity in managing problems, as assessed through the COBIT 2019 Design Factor framework. This finding underscores the urgency for targeted improvements, including better problem identification mechanisms, clearer roles and responsibilities, and enhanced stakeholder involvement. Addressing these issues will support the optimization of IT governance processes and contribute to more effective and reliable public service delivery.

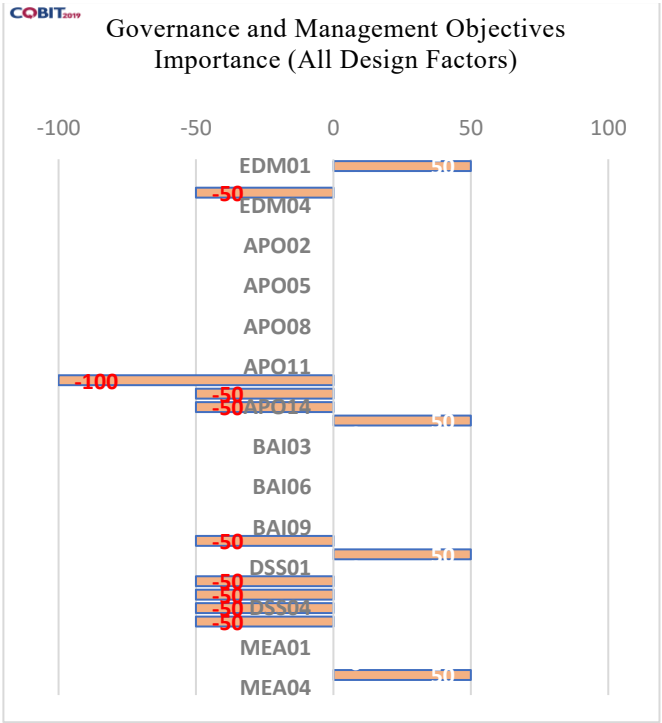
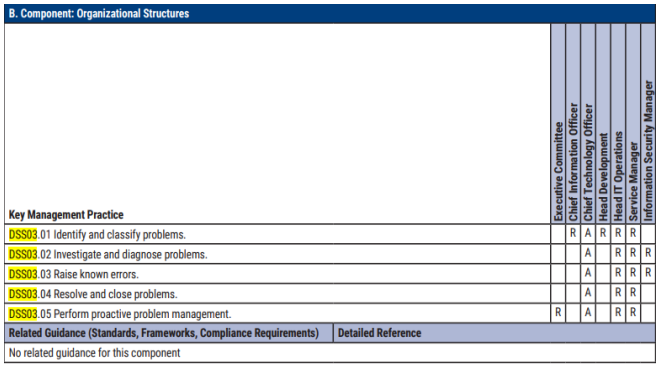


Figure 4. Conclusion of Design Factor Results

D. RACI Chart Results

The details of the RACI Chart in the COBIT 2019 framework, specifically in the DSS03 (Manage Problems) domain, serve as the basis for data collection through questionnaires and interviews with respondents. This process aims to determine the capability level.

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B. Component: Organizational Structures	Executive Committee	Chief Information Officer	Chief Technology Officer	Head Development	Head IT Operations	Service Manager	Information Security Manager
Key Management Practice							
DSS03.01 Identify and classify problems.		R	A	R	R	R	
DSS03.02 Investigate and diagnose problems.			A		R	R	R
DSS03.03 Raise known errors.			A		R	R	R
DSS03.04 Resolve and close problems.			A		R	R	
DSS03.05 Perform proactive problem management.	R		A		R	R	
Related Guidance (Standards, Frameworks, Compliance Requirements)	Detailed Reference						
No related guidance for this component							

Figure 5. RACI Chart DSS03 - Managed Problems

Figure 5 illustrates the selection of respondents based on the conversion of the RACI Chart within the COBIT 2019 framework, adjusted to the organizational structure of the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency. The sampling technique used in this study is purposive sampling, a method of selecting respondents based on specific criteria relevant to the research objectives [16]. Respondents were selected purposively because they hold strategic positions and possess in-depth knowledge of the Silent Center system, particularly in the AK-1 service area. This is in line with the COBIT 2019 approach, which recommends the involvement of key stakeholders in process assessments.

The respondent selection also adheres to the RACI Chart standard, where RACI stands for Responsible (R), Accountable (A), Consulted (C), and Informed (I). This indicates that the selected respondents fulfill relevant roles in system governance, making their involvement valid for the evaluation process. Therefore, the selected respondents are presented in Table 2.

Table 2. Sampel of Respondents Based RACI Chart DSS03 - Managed Problems

No	Respondents	Total
1	Pengantar Kerja Pertama	1
2	Penata Layanan Operasional	1
Total		2

E. Capability Level and Maturity Level Assessment

In determining the Capability Level and Maturity Level for each IT process, an evaluation will be conducted based on the COBIT 2019 Framework: Governance and Management Objectives, specifically within the DSS03 domain at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency. The assessment will be carried out using a questionnaire based on the Guttman Scale, with binary response options: Yes (1) and No (0). A comprehensive evaluation will be conducted based on responses from two respondents to measure the overall capability and maturity levels as shown in Table 3.

Table 3. Calculation Results of the Average Capability Level DSS03

ID AUDIT		**: 1**		
G&M OBJECTIVE		**: DSS03 (MANAGED PROBLEMS)**		
DATE		**: 25/02/2025**		
Responden ID	**Name Respondents**	**Score of Activity**	**Total of Activity**	**Capability Value**
1	Alpian Indra Gumilar, S.Psi	13	23	56.78
2	Devian Hidayat, S.E	15	23	65.83
TOTAL		28	46	122.61
Capability Level Objective Result				61.30%

The average capability level of DSS03 among respondents was obtained based on calculations using the following formula.

$$CLi = \frac{R1 + R2}{\sum R}$$

$$CLi = \frac{56{,}78 + 65{,}83}{2} \%$$

$$CLi = \frac{122{,}61}{2} \%$$

$$CLi = 61{,}30\ \%$$

Based on the calculation results, the capability level of the objective process DSS03 - Managed Problems in the Silent Center system for the AK-1 Placement sector at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency reaches 61.30%. This value falls within the Largely Achieved category (50-80%), indicating that the process has not yet reached the Fully Achieved level (85-100%). Therefore, it can be concluded that the capability level of the objective process DSS03 - Managed Problems in the Silent Center system is at Level 3 as shown in Table 4.

Table 4. Results of Capability Level Objective Process

Governance and Management Objectives		Level	Description
DSS03	Managed Problems	3	At this level, the process achieves its objectives in a more structured manner by utilizing organizational assets, with processes typically being well-defined.

F. Current Capability Level Analysis (*As-Is*)

The analysis of the current capability level (As-Is) for the objectives process in Domain DSS03 (Managed Problems) is presented based on the findings obtained in Table 5.

Table 5. Current Capability Level (As-Is) DSS03 - Managed Problems

Objectives	Level	Findings
DSS03	3	a. The Silent Center system is a sub-domain of the *Siapkerja.id* website owned by Kemnaker, with integrated workflows and data stored in Kominfo's database. If any domain encounters an issue, the Silent Center system may experience downtime or become inaccessible. b. Frequent system issues, such as server downtime and IT governance challenges at Disnakertrans Sukabumi Regency, are not systematically documented. Problems are immediately reported and handled by the vendor without proper record-keeping, making it difficult for Disnakertrans to analyze and resolve issues independently. c. The lack of IT specialists at Disnakertrans poses challenges in addressing complex technical issues. The reliance on third-party vendors, who are not always available, often leads to delays in resolving system problems. d. There is no comprehensive monitoring system for tracking issues within the Silent Center system. Problem evaluations are conducted manually and are not integrated into a sustainable improvement mechanism. As a result, recurring issues that could have been prevented continue to persist without effective solutions. e. The *Governance and Management Objective* mapping of 40 findings did not identify the presence of *BAI10 – Managed Configuration*. In the implementation and management of the Silent Center system, no formal procedures for configuration management were documented. This leads to a lack of control over system changes and difficulties in tracking applied configurations. f. The *design factor* analysis, particularly in the *Risk Profile* section, highlights significant risks such as software adoption/usage problems, hardware incidents, and software failures. These risks have been categorized as *very high risk*, requiring urgent attention from the Silent Center team in the AK-1 Placement division at Disnakertrans Sukabumi Regency to ensure future improvements.

g. Expected Capability Level Analysis (To-Be)

At the To-Be capability level analysis stage, the expected capability level for the objective process in the DSS03 (Managed Problems) Domain is assessed. The To-Be results can be observed in Table 6.

Table 6. Expected Capability Level (To-Be) DSS03 - Managed Problems

Governance and Management Objectives		Level	Descriptions
DSS03	Managed Problems	4	Regarding *Capability Level and Process*, Level 4 indicates that the process has achieved its objectives, is well-defined, and its performance is quantitatively measured. Typically, such processes are clearly structured. Therefore, the strategies to enhance the capability level are as follows: a. The Silent Center system, which currently operates as a sub-domain of *Siapkerja.id* under Kemnaker, should become an independent system with its own database, rather than solely relying on Kominfo's database. This would improve data management and operational resilience. b. Disnakertrans Sukabumi Regency should develop its own IT team instead of relying entirely on third-party vendors for the management and maintenance of the Silent Center system, particularly in the AK-1 Placement division. This approach would minimize system-related issues, enhance problem resolution efficiency, and improve service effectiveness within Silent Center operations. c. Adjustment to Regulation Permenaker No. 18 of 2024, alignment with the latest regulation, AK-1 services will be migrated to the *Siapkerja.id* website. Consequently, the Silent Center system can be transformed beyond an AK-1 service provider into a platform for job counseling and career guidance for job seekers. This transformation is expected to enhance the capability level in future audit assessments.

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H. Gap Analysis Results

The results of the gap analysis identified based on the previous analysis are presented in Table 7.

Table 7. Gap Capability Level Objective Process

Governance and Management Objectives	Capability Level			
	As-Is	To-Be	Gap	Descriptions
DSS03	3	4	1	a. Lack of optimal system integration results in complete dependency on a single database, which can hinder service accessibility. b. The absence of systematic issue documentation and analysis leads to difficulties in learning and managing the system internally. c. The lack of an effective monitoring system causes recurring issues without long-term solutions. d. Insufficient configuration procedure documentation reduces control and efficiency in system management. e. The absence of formal configuration management procedures results in poor control over system changes and difficulties in tracking applied configurations. f. The high-risk findings in *Design Factor 3*, including software adoption/usage problems, hardware incidents, and software failures, indicate the need for system improvements to enhance stability and reliability.

I. Results and Recommendation

Based on the qualitative and quantitative data analysis conducted, the following recommendations are provided to address several issues related to information technology (IT) management in the Silent Center system for the AK-1 Placement division at the *Dinas Ketenagakerjaan dan Transmigrasi* (Disnakertrans) of Sukabumi Regency (Table 8):

Table 8. Results and Audit Recommendations for DSS03 - *Managed Problems*

Governance and Management Objectives	Capability Level	
DSS03 – Managed Problems	As-Is	To-Be
	3	4
Evaluation Results	**Recommendation Audit**	
a. The Goal Cascade implementation in the Silent Center system at Disnakertrans Sukabumi Regency consists of several key findings. The Stakeholder Drivers and Needs follow the vision and mission set by the Regent, which change with each new leadership period. However, discrepancies remain between the organizational structure and its actual operations. In terms of Enterprise Goals, out of 13 identified goals, only EG02 – Managed Business Risk is not aligned with the vision and mission of Disnakertrans Sukabumi Regency. Meanwhile, the Alignment Goals assessment, based on interview results, indicates that all 13 goals have been successfully met. Within the Governance and Management Objectives, an analysis of 40 findings reveals that BAI10 – Managed Configuration is absent in the implementation and management of the Silent Center system. Lastly, an evaluation of Design Factors (DF1 – DF11) concludes that the Silent Center system in the AK-1 Placement Division at Disnakertrans Sukabumi Regency has met or exceeded the relative assessment standards. b. The Silent Center system is a sub-domain of the	a. In the upcoming period, the Silent Center system in the AK-1 Placement division at Disnakertrans Sukabumi Regency is expected to enhance and fulfill the unmet requirements identified in the current evaluation. b. The Silent Center system should be separated from the *Siapkerja.id* system under Kemnaker by establishing its own infrastructure and database. This separation aims to reduce dependency on Kominfo and improve system stability and autonomy in managing data and services more effectively. c. Disnakertrans Sukabumi Regency needs to develop an incident database to document all IT-related issues, including server downtime, along with their causes and solutions. Additionally, internal staff training should be implemented to reduce reliance on vendors, enabling more independent and efficient problem resolution. d. An internal IT team should be established to manage and address system issues within the Silent Center without relying on third-party vendors. Having an internal team would allow for faster problem resolution and enhance the operational efficiency and effectiveness of the AK-1 Placement division. e. A structured incident recording system must be implemented to ensure all disruptions in the Silent Center system are well-documented. Proper documentation will aid in	

Governance and Management Objectives	Capability Level	
DSS03 – Managed Problems	As-Is	To-Be
	3	4
Evaluation Results	Recommendation Audit	
Siapkerja.id website owned by Kemnaker, with integrated workflows and data stored in Kominfo's database. If any domain encounters an issue, the Silent Center system may experience downtime or become inaccessible. c. Frequent system issues, such as server downtime and IT governance challenges at Disnakertrans Sukabumi Regency, are not systematically documented. Problems are immediately reported and handled by the vendor without proper record-keeping, making it difficult for Disnakertrans to analyze and resolve issues independently. d. The lack of IT specialists at Disnakertrans poses challenges in addressing complex technical issues. The reliance on third-party vendors, who are not always available, often leads to delays in resolving system problems. e. There is no comprehensive monitoring system for tracking issues within the Silent Center system. Problem evaluations are conducted manually and are not integrated into a sustainable improvement mechanism. As a result, recurring issues that could have been prevented continue to persist without effective solutions. f. The *Governance and Management Objective* mapping of 40 findings did not identify the presence of *BAI10 – Managed Configuration*. In the implementation and management of the Silent Center system, no formal procedures for configuration management were documented. This leads to a lack of control over system changes and difficulties in tracking applied configurations. g. The *design factor* analysis, particularly in the *Risk Profile* section, highlights significant risks such as software adoption/usage problems, hardware incidents, and software failures. These risks have been categorized as *very high risk*, requiring urgent attention from the Silent Center team in the AK-1 Placement division at Disnakertrans Sukabumi Regency to ensure future improvements. h. Adjustment to Regulation Permenaker No. 18 of 2024, alignment with the latest regulation, AK-1 services will be migrated to the *Siapkerja.id* website. Consequently, the Silent Center system can be transformed beyond an AK-1 service provider into a platform for job counseling and career guidance for job seekers. This transformation is expected to enhance the capability level in future audit assessments.	analyzing problem causes, identifying recurring patterns, and formulating preventive strategies to improve system reliability. f. Well-documented configuration management should be implemented in accordance with the *BAI10 – Managed Configuration* framework to ensure that every system modification is clearly controlled. This approach will enhance security, stability, and ease of system maintenance and development in the future. g. To mitigate high risks related to software adoption/usage, hardware incidents, and software failures, the Silent Center in the AK-1 Placement division should enhance periodic system maintenance, implement documented change management, and adopt a backup and recovery plan to prevent data loss. h. Any regulatory changes, such as *Permenaker No. 18 of 2024*, should be anticipated to meet user needs and minimize risks associated with policy modifications.	

IV. CONCLUSION

Based on the research conducted on the analysis of the capability level of the objective process in the DSS03 – Managed Problems domain, data were collected through interviews using questionnaires with two respondents. The capability level results for Respondent 1 showed a maturity level score of 56.78%, categorized as Largely Achieved (LA). Meanwhile, Respondent 2 obtained a maturity level score of 65.83%, also classified as Largely Achieved (LA). By calculating the average capability level from both respondents, the capability level of the DSS03 - Managed Problems objective process in the Silent Center system within the AK-1 Placement Division at the *Dinas Ketenagakerjaan dan Transmigrasi* of Sukabumi Regency was determined to have a maturity level score of 61.30%. This score falls within the Largely Achieved category (50-80%), indicating that the process has not yet reached the Fully Achieved level (85-100%). Thus, it can be concluded that the capability level of the DSS03 - Managed Problems objective process in the

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Silent Center system is at Level 3, where the process achieves its objectives in a more structured manner using organizational assets, with well-defined processes.

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