

ABSTRACT

The current change in people's behavior towards digital and the rapid development of digital has changed many industries. Therefore, many companies carry out digital transformation (TD) to meet consumer needs. During DT, many failures occurred which were allegedly due to “bad governance”. Insurance B was chosen because insurance is heavily affected by insurance technology and Indonesia has a high potential for TD acceleration. Research shows the importance of traditional IT governance mechanisms (TKTI) in improving organizational performance. In addition, there are still doubts about the effectiveness of the TKTI mechanism against rapid digitization. Recent research shows the importance of agile/adaptive TKTI combined with traditional as a hybrid mechanism in the Indonesian insurance industry. The research was conducted using the thematic analysis method. The focus of this research is to validate and confirm the effect of the TKTI mechanism and organizational performance. The results of this study validate 46 mechanisms of traditional TKTI and agile/adaptive TKTI and validate 6 dimensions of DT, namely, Strategic Vision (SV), Strategic Alignment (SA), Technology Asset (TA), Know-how and Intellectual Property (KIP), Digital Capability (DC), Culture of Innovation (CI) and identify organizational performance achievement (KO) caused by TD, in 4 balanced scorecards (BC) perspectives, namely Financial Perspective, Customer Perspective, Internal Business Process Perspective, Learning and Growth Perspective.

Keywords: Digital Transformation, IT Governance, Organizational Performance, Insurance, Indonesia