

ABSTRACT

This research has completed the design of People capability maturity model criteria for an electronic-based government system (SPBE) based on the P-CMM model, by adding 1 more domain related to people, to complement the SPBE existing domains such as: internal policy, governance, Management, and services, thus fulfilling the people process and technology aspects. The process of designing the criteria for the people capability maturity model in an electronic-based government system (SPBE), this instrument has gone through a focus group discussion process, and validated using the CVI and CVR methods, and the score results obtained are 1, which shows that the design is very relevant. So it can be concluded that the design criteria for the people capability maturity model in an electronic-based government system (SPBE) proposed by the researcher can be declared valid and relevant.

Keywords: Government regulations, framework, and best practices, requirements, CVI, CVR, and IT governance.