

## ABSTRAK

**Latar belakang:** RSUD Dr. Soedirman Kebumen melayani lebih dari 700 pasien setiap harinya dan telah menggunakan SIMRS Khanza dalam operasional pelayanan kesehatan. Namun, hingga saat ini belum pernah dilakukan evaluasi menyeluruh selama implementasi SIMRS. Padahal, efektivitas sistem informasi sangat dipengaruhi oleh aspek *people*, *process*, dan *technology* yang digunakan. Evaluasi diperlukan untuk memastikan sistem berjalan optimal dan mendukung pelayanan yang berkualitas.

**Tujuan penelitian:** Mengidentifikasi dan menganalisis risiko implementasi SIMRS berdasarkan ISO 31000, menilai keberhasilan SIMRS dan mengetahui persepsi keberhasilan SIMRS pada 4 kelompok pengguna berdasar Delone-McLean Model, serta menggambarkan tingkat risiko PPT dan 6 dimensi keberhasilan SIMRS Delone-McLean Model.

**Metode:** Penelitian ini menggunakan pendekatan *mixed method sequential exploratory* dengan analisis kualitatif risiko menggunakan ISO 31000 melalui observasi dan wawancara 4 narasumber perwakilan kelompok pengguna dan evaluasi keberhasilan Delone-McLean Model dengan 75 responden kuesioner dilakukan dengan *software* Jamovi dan Microsoft Excel.

**Hasil penelitian:** Hasil menunjukkan tingkat risiko SIMRS tergolong rendah dengan aspek *people* (27,2%), *process* (38,86%), dan *technology* (39,2%). Sementara itu, keberhasilan SIMRS berada pada kategori tinggi, yakni *information quality* (71,25%), *service quality* (72,67%), *system quality* (70,08%), *use* (85,47%), *user satisfaction* (79,64%), *net benefit* (83,6%). Perbedaan signifikan hanya ditemukan pada dimensi *service quality* antar kelompok dengan kelompok 2 (PMIK) terendah. Secara deskriptif, risiko yang rendah diikuti keberhasilan SIMRS yang tinggi.

**Kesimpulan:** Implementasi SIMRS Khanza di RSUD Dr. Soedirman Kebumen menunjukkan risiko rendah dan keberhasilan tinggi, mencerminkan kontribusi positif aspek PPT dalam mendukung keberhasilan sistem. Evaluasi berbasis ISO 31000 dan Delone-McLean dapat menjadi acuan dalam peningkatan keberhasilan implementasi SIMRS.

**Kata kunci:** Evaluasi, Risiko, SIMRS, ISO 31000, Delone-McLean Model

## ABSTRACT

**Background:** Dr. Soedirman Regional Hospital serves more than 700 patients every day and has used HIS "Khanza" in its health service operations. However, until now there has been no comprehensive evaluation during the implementation of HIS. In fact, the effectiveness of the information system is greatly influenced by the aspects of people, process, and technology (PPT) used. Evaluation is needed to ensure the system runs optimally and supports the quality of service.

**Objective:** Identify and analyze the risks of implementing HIS based on ISO 31000, assess the success of HIS and determine the perception of HIS success in 4 user groups based on the Delone-McLean Model, and describe the PPT of risk levels and 6 dimensions of HIS success in the Delone-McLean Model.

**Methods:** This study uses a mixed method sequential exploratory approach with qualitative risk analysis using ISO 31000 through observation and interviews with 4 key informants representing user groups and evaluation of the success of the Delone-McLean Model with 75 questionnaire respondents conducted using Jamovi and Microsoft Excel.

**Results:** The results showed that the HIS risk level was classified as low with aspects of people (27,2%), process (38,86%), and technology (39,2%). Meanwhile, the success of SIMRS was in the high category, namely information quality (71,25%), service quality (72,67%), system quality (70,08%), use (85,47%), user satisfaction (79,64%), net benefit (83,6%). Significant differences were only found in the service quality dimension between groups with group 2 (HIM Professionals) being the lowest. Descriptively, low risk followed by high success of HIS.

**Conclusion:** The implementation of HIS "Khanza" at Dr. Soedirman Regional Hospital, Kebumen showed low risk and high success, this showed a positive contribution of the PPT aspect in supporting the system's success. Evaluation based on ISO 31000 and Delone-McLean can be a reference in increasing the success of HIS implementation.

**Keywords:** Evaluation, Risk, HIS, ISO 31000, Delone-McLean Model