

## INTISARI

UGM secara berkala dan berkesinambungan terus mengembangkan dan mengimplementasikan berbagai inisiatif sistem informasi, namun belum diketahui secara terukur dan obyektif sejauh mana seluruh inisiatif ini telah dirasakan manfaatnya oleh pengguna. Penelitian ini bertujuan untuk mendapatkan bukti empiris atas kesuksesan implementasi sistem informasi yang telah diimplementasikan di UGM dengan menggunakan pendekatan *IS-Impact* dan *DICE Framework*.

Penelitian ini dilakukan dengan metode survey terhadap 28 responden operator Sistem Informasi Akademik (SIA) pada program studi S1 di 10 fakultas menggunakan kuesioner. Hasil dari penelitian ini berupa matriks yang menunjukkan tingkat kesuksesan implementasi SIA di setiap fakultas UGM. Matriks terdiri dari kuadran *Strategic*, *High Potential*, *Key Operational* dan *Support*. Penelitian ini membuktikan bahwa implementasi SIA pada 5 fakultas berada dalam kuadran *Strategic*, sementara 5 fakultas lainnya berada dalam kuadran *High Potential*. Analisa lebih lanjut menunjukkan bahwa dukungan pimpinan, intensitas koordinasi antar pengguna sistem informasi, distribusi beban kerja dalam unit kerja, serta kapasitas tim pengembang sangat berperan penting dalam mewujudkan kesuksesan implementasi sistem informasi.

*Kata Kunci: sistem informasi, kesuksesan implementasi sistem informasi, IS-Impact Model, DICE Framework*

## ABSTRACT

UGM periodically and continuously continue to develop and implement information systems initiatives, but have not known the extent of measurable and objective throughout this initiative has provided benefits for the user. This study aims to obtain empirical evidence of the successful implementation of information systems that have been implemented in UGM by using the IS-Impact Model and DICE Framework.

This study was conducted using a survey of 28 respondents acting as operator of Academic Information System (AIS) using questionnaires in undergraduate program from 10 faculties. The results of this research is a matrix that shows the success rate of implementation of AIS in every faculty of UGM. The matrix consists of the Strategic quadrant, High Potential, Key Operational and Support. This study proves that the implementation of AIS in 5 faculties are in the Strategic quadrant, while 5 other faculties are in a the High Potential quadrant. Further analysis showed that support for the leadership, the intensity of coordination among users of information systems, distribution of workload in a work unit, as well as capacity of the development team plays a very important role in realizing the successful implementation of information systems.

*Keywords: information system, information system success, IS-Impact model, DICE Framework*