

INTISARI

Penelitian ini menginvestigasi penerapan sistem informasi manajemen keimigrasian (SIMKIM) di Kantor Imigrasi Kelas I Yogyakarta. Penelitian ini menjadi penting karena SIMKIM sudah diterapkan lebih dari lima tahun sehingga diperlukan evaluasi. Evaluasi penerapan SIMKIM pada penelitian ini menggunakan model Delone dan Mclean dengan *information system continuence*. Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus melalui pengumpulan data dokumentasi, observasi, dan wawancara. Teknik penentuan informan yang digunakan dalam penelitian ini ialah *purposive sampling*. Hasil analisis dari model Delone dan Mclean dengan *information system continuence* menunjukkan bahwa secara keseluruhan penerapan SIMKIM di Kantor Imigrasi Kelas I Yogyakarta telah membantu operasional manajemen dalam melaksanakan fungsi keimigrasian. Namun demikian, penerapan SIMKIM belum optimal karena masih terdapat kendala dari sistem itu, misalnya kecepatan akses dan faktor eksternal, seperti data kependudukan yang belum tersedia.

Kata kunci: evaluasi, sistem informasi manajemen keimigrasian (SIMKIM), Delone and Mclean, *information system continuence*, *expectation-confirmation model* (ECM)

ABSTRACT

This research investigates the implementation of immigration management information system (SIMKIM) at Class I Immigration Office of Yogyakarta. This research is essential because SIMKIM has been implemented for more than five years, therefore, it needs evaluation. In this context, evaluation of SIMKIM in this research uses DeLone and McLean's model with Information System Continuance. This research uses a qualitative approach with a case study method, the data were collected by means of documentation, observation, and interview. The informants were selected using a purposive technique. The results of DeLone and McLean's model analysis with Information system continuance show that overall, the implementation of SIMKIM at Class I Immigration Office of Yogyakarta has helped the management's operations in implementing immigration functions. However, the implementation of SIMKIM is still not optimal, this is due to some restraints that persist in the system itself, such as the access speed and external factors such as the unavailability of population data.

Keywords: Evaluation, immigration management information system (SIMKIM), DeLone and Mclean's model, information system continuance, Expectation-Confirmation Model (ECM)