

EVALUASI PENGGUNAAN SIKEPPO TERHADAP KINERJA KARYAWAN UNIT SDM DI RSUD PASAR REBO

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Abstrak

Transformasi digital dalam pengelolaan sumber daya manusia menjadi kebutuhan strategis di rumah sakit pemerintah guna meningkatkan efisiensi dan kualitas layanan internal. RSUD Pasar Rebo telah mengimplementasikan Sistem Informasi Kepegawaian Pasar Rebo (SIKEPPO) sebagai bentuk adaptasi *Human Resource Information System* (HRIS), namun dalam pelaksanaannya masih ditemukan berbagai kendala seperti gangguan server, ketidaksinkronan data dan penolakan file besar. Penelitian ini bertujuan untuk mengevaluasi penggunaan SIKEPPO dalam menunjang kinerja karyawan unit SDM di RSUD Pasar Rebo. Penelitian ini menggunakan pendekatan kualitatif deskriptif. Pengumpulan data dilakukan pada bulan November-Desember 2025 melalui wawancara mendalam, observasi, dan telaah dokumen. Informan berjumlah enam orang yang dipilih secara *purposive sampling*. Evaluasi dilakukan dengan menggunakan kerangka teori Donabedian yang meliputi komponen input, proses, dan output. Hasil penelitian menunjukkan bahwa SIKEPPO berkontribusi dalam mendukung efisien dan efektivitas kinerja karyawan. Namun, implementasi sistem belum berjalan optimal akibat keterbatasan input dari berbagai sumber daya yang ada. Kesimpulan penelitian ini menunjukkan bahwa optimalisasi SIKEPPO memerlukan penguatan sumber daya dan disarankan agar manajemen rumah sakit melakukan pengembangan sistem dan pelatihan berkelanjutan guna mendukung peningkatan kinerja unit SDM secara berkelanjutan.

Kata kunci: HRIS, Kinerja Karyawan, Rumah Sakit Pemerintah, SIKEPPO, Unit SDM

EVALUATION OF THE USE OF SIKEPPO ON THE PERFORMANCE OF HR UNIT EMPLOYEES AT PASAR REBO REGIONAL HOSPITAL

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Abstract

Digital transformation in human resource management has become a strategic necessity in government hospitals to improve the efficiency and quality of internal services. Pasar Rebo Regional General Hospital has implemented the Pasar Rebo Personnel Information System (SIKEPPO) as a form of adaptation of the Human Resource Information System (HRIS), but in its implementation, various obstacles are still encountered such as server disruptions, data asynchronization and large file rejection. This study aims to evaluate the use of SIKEPPO in supporting the performance of HR unit employees at Pasar Rebo Regional General Hospital. This study uses a descriptive qualitative approach. Data collection was conducted in November-December 2025 through in-depth interviews, observations, and document reviews. Six informants were selected by purposive sampling. The evaluation was conducted using the Donabedian theoretical framework which includes input, process, and output components. The results show that SIKEPPO contributes to supporting the efficiency and effectiveness of employee performance. However, the system implementation has not run optimally due to limited input from various existing resources. The conclusion of this study shows that optimizing SIKEPPO requires strengthening resources and it is recommended that hospital management carry out system development and continuous training to support continuous improvement of HR unit performance.

Keywords: *HRIS, Employee Performance, Government Hospital, SIKEPPO, HR unit*