

## ABSTRACT

*Digitalization, as a result of information technology development, has accelerated access to information and services. This has created improved connectivity across various sectors, such as business, education, and healthcare. This activity relies heavily on the role of Internet Service Providers (ISPs), who serve as the backbone of digital infrastructure development. In the Solo Raya region, users of the IndiHome service depend greatly on the performance of Telkom Akses Witel Solo in its operations to fulfill the demand for optimal internet service.*

*The objective of this study is to analyze which risk aspects have high levels of importance but are managed poorly in actual risk handling. Additionally, the study aims to provide management strategies for critical risks identified in Telkom Akses Witel Solo.*

*For future research, it is recommended to conduct studies in other industries, such as energy or transportation companies, to examine whether similar methods yield comparable findings across different sectors.*

*This research employs a quantitative-descriptive method, with a questionnaire as the research instrument and an ordinal scale for data measurement. The sampling technique used is non-probability sampling with purposive sampling, and the sample size is determined using the Slovin formula. The study involves 165 respondents as the sample. Data analysis techniques used in this research include descriptive analysis, gap analysis, and the Importance-Performance Analysis (IPA) method.*

*The findings of this study reveal that the company's risk management performance achieves a fairly good score of 59.19%. Furthermore, the importance level of risks within the company is assessed at a relatively significant level, with a score of 65.53%. The gap analysis results show that the operational risk management performance at Telkom Akses Witel Solo is below its importance level, with a gap value of -0.323. Meanwhile, findings from the IPA method analysis indicate that 25 operational risk indicators (60.98%) at Telkom Akses Witel Solo require adjustments to their risk management performance.*

**Keywords:** *Enterprise Risk Management, Operational Risk, IPA Method*