

## Analisis dampak perubahan organisasi terhadap manajemen proyek teknologi informasi: Studi kasus PT XYZ = Impact of organizational changes on information technology project management: A case study in PT XYZ / Iskan Susanto

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### Abstrak

#### [<b>ABSTRAK</b><br>

Era digital mendorong bisnis untuk terus berinovasi dalam menciptakan layanan dan produk inovatif di bidang teknologi. Investasi dalam bentuk proyek Teknologi Informasi(TI) diperlukan untuk menunjang kebutuhan tersebut. Namun, kenyataannya banyak proyek TI yang mengalami kegagalan. Kegagalan proyek TI tidak hanya dipengaruhi oleh lingkungan TI akan tetapi juga dapat dipengaruhi oleh faktor luar TI. Berdasarkan penelitian, salah satu faktor yang menyebabkan kegagalan proyek TI adalah perubahan organisasi TI secara radikal. Selain itu, perubahan organisasi berdampak pada peningkatan jumlah delay proyek sistem informasi.

Penelitian ini bertujuan untuk menganalisis dampak yang diakibatkan oleh perubahan organisasi dalam manajemen proyek TI dan memberikan rekomendasi perbaikan, peningkatan serta penyempurnaan kepada organisasi yang menerapkan perubahan organisasi. PMBOK(Project Manajement Body Of Knowledge) digunakan sebagai pedoman dalam perumusan kerangka pemikiran serta pengembangan hipotesis. Metode kualitatif digunakan dengan studi kasus di salah satu perusahaan telekomunikasi. Analisis dilakukan dengan membandingkan hipotesis dengan hasil wawancara.

Penelitian menemukan bahwa proses area dari manajemen proyek TI yang terkena dampak paling besar adalah proses area waktu sedangkan proses area yang paling kecil dampaknya adalah proses area procurement. Rekomendasi yang diberikan adalah menerapkan manajemen proyek dengan standar yang sudah diakui dan knowledge management serta mengkomunikasikan perubahan organisasi.

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#### <b>ABSTRACT</b><br>

Digital era has encouraged business to innovate and create inovative services and product in technology. Investments on Information Technology(IT) project was needed to deliver it, but many IT projects were failed. That failure is not only influence by IT environment itself but also influence by outside IT factor. In this research, researcher found one of factor which led IT project failure is radical organizational changes. In addition, organizational changes has impact on delay of IT project delivery.

The objectives of this research are to analyze the impact of organizational change on IT project management and give recommendation for enhancement and improvement to organization which implement organizational changes. PMBOK(Project Manajement Body Of Knowledge) was used as reference to develop a theorytical framework and hipohthesis theory. This research using qualitative method with case study on a telecommunication company. Analysis is done by comparing theory with the intevieiw result.

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