

Hubungan karakteristik konsultan, pengelolaan pengetahuan, kompetensi dan kinerja tim proyek pengembangan pada perusahaan operator telekomunikasi di Indonesia = The relationship between consultant characteristic knowledge management and new service development competence in improving projects performance an empirical research of Indonesian telecommunication companies

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Abstrak

Perusahaan operator telekomunikasi di Indonesia menghadapi persaingan yang sangat ketat. Agar tetap bertahan, organisasi harus memiliki kemampuan beradaptasi, berinovasi, dan dinamis. Perusahaan di industri ini membutuhkan pengetahuan eksternal organisasi untuk beradaptasi dengan teknologi baru dan membuat produk baru, maka diperlukan konsultan dengan kerja berbasis proyek. Namun persentase keberhasilan proyek sangat rendah, hanya 39 secara global. Maka dibutuhkan penelitian tentang hubungan karakteristik konsultan, pengelolaan pengetahuan, dan kompetensi pengembangan jasa baru untuk mencapai kinerja proyek pengembangan. Hasil menunjukkan pengaruh yang signifikan dari karakteristik konsultan terhadap pengelolaan pengetahuan, terhadap kompetensi pengembangan, dan terhadap kinerja organisasi. Penelitian ini telah memberikan kontribusi teoritis dan manajerial terhadap manajemen strategik

*Telecommunication operator companies in Indonesia have rigorous competition. For surviving, the companies must have capabilities to adapt, innovate, and act dynamically. The companies in this industry require external knowledge to adapt to new technologies and to make new products, to use the consultants under the project based work accordingly. However, the success percentage of a project is low. Only 39 , globally. Furthermore, the research is needed about the relationship between consultant characteristics, knowledge management, and the new services development competence to achieve the project development performance. The results show a significant influence of the characteristics consultant on knowledge management, on development competencies, and on organizational performance. This research has contributed theoretically and managerial to strategic management.*