

ABSTRACT

DESIGNING THE PROJECT MANAGER'S KEY PERFORMANCE INDICATORS BASED ON AN ANALYSIS OF PERSONAL COMPETENCE, MOTIVATION, TRANSFORMATIONAL LEADERSHIP AND TEAM BUILDING ON THE TELECOMMUNICATION PROJECT SUCCESS IN INDONESIA

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The percentage of successful projects in telecommunications access networks construction is currently very small. Based on the data obtained, the success of the project at PT. ABC West Java for the period 2018-2019 only reached 17%. A very small percentage considering the cost used by this project is very large. According to Awan, et al. (2015), Ha & Tran (2018), Sang, et al (2018) the successes and failures of the project, are inseparable from the ability of the project manager, as the person in charge, in managing the project. For this reason, this research will look for factors that influence the success of Indonesia's telecommunications infrastructure development projects in terms of project managers. Some literature states that factors that can improve project performance and success are personal competence (PMI, 2017b., And Marnewick, et al., 2016), individual motivation (Siddiqui, 2019), and transformational leadership (Afzal, et al., 2018). For the transformational leadership mentioned by AGA, et al. (2016) need to be mediated by team-building.

The object of research in this study is the project manager working on telecommunications infrastructure development projects in Indonesia. The instrument used for data collection was a questionnaire distributed to 143 project managers, but only 127 people were willing to become respondents. Of these 127 respondents, only 117 respondents could proceed to data processing. The data processing technique used is SEM-PLS using SmartPLS software. The results of this data processing obtained that the most significant and positive effect on project success was team building, followed by a transformational leadership that was mediated by team building, motivation and personal competence.

In order for the factors that prove to be significant and positively influencing the success of this project to be applied in the field, as a form of managerial implication the research is proposed several Key Performance Indicators (KPIs) of project managers aimed at increasing project success. There are 19 KPIs that have been approved by the expert which can be applied in real terms in the field. 19 KPIs can support 30 indicators from 4 success factors obtained from the results of SEM processing, namely team building, transformational leadership, motivation and personal competence.

Keywords: Project Manager, Project Success, Competence, Motivation, Transformational Leadership, Team Building