ABSTRACT

PT ABC is a company engaged in information technology located in Bandung, West Java. Currently, PT ABC is working on an academic information system development project. Most project activities are carried out virtually due to government regulations of the Republic of Indonesia. This project experienced delays from the initial contract caused by errors in conveying information between stakeholders, poor distribution of information between stakeholders, misunderstanding of communication between stakeholders, and standardization in communication which caused requirements and scope to change. Therefore, a stakeholder management plan is needed to identify and manage each stakeholder. The identified stakeholders are 44 stakeholders. Furthermore, these stakeholders are processed using the power interest grid, salience model, and stakeholder engagement assessment matrix to obtain the results of the stakeholder engagement plan. Then to support virtual communication activities between stakeholders, use a communication management plan based on communication routines and stakeholder engagement plans.

Keywords — Communication, Power Interest Grid, Salience Model, Stakeholder, Stakeholder Engagement Assessment Matrix