

ABSTRACT

PT. XYZ is a company engaged in the field of telecommunications and networks in Indonesia. Based on the results of interviews with the project manager, there was a delay where one of the factors was the lack of good communication between stakeholders because the obstacles that occurred in communication could not be done using technology such as virtual project evaluation. The factors for the delay are that the partner does not verify the contract to PT.XYZ so that there is a misunderstanding, the delay in signing the contract document, the occurrence of default on the partner, there is a miss communication with the partner, the absence of a structured communication design. To reduce the occurrence of failure in the project, the necessary project management plan. The identification of stakeholders consists of 21 stakeholders composed of 13 internal stakeholders and eight external stakeholders. Based on the results of the power interest grid, the stakeholders involved are classified as managed closely and keep informed. Based on the Saliency Model, stakeholders have been categorized into Dormant, Discretionary and Definitive.. Based on the Engagement Assessment Matrix, four stakeholders are in a condition that does not follow the expected conditions, so treatment is needed. The design of an integrated system in stakeholder design integrates the human aspect with the method used in this design, namely the communication plan.

Keywords— Stakeholders, Power interest grid, Saliency model, Engagement assessment matrix, Communication plan