

ABSTRACT

With digital transformation, companies will force changes starting from business processes in operating, serving customers, and using new technologies. With digital transformation, businesses can survive in the competition against competitors. Digital transformation is very important for companies because digital transformation can bring about unavoidable changes. These changes if the company cannot adapt to changes and technology, the company will not compete and lose out on other companies.

The current research study aims to explore the challenges in digital transformation in the Telkomsigma unit of Telecommunication Digital Solution Management Services. This research is quantitative research conducted on 268 respondents who are employees of the service management unit at Telkom Sigma. Questionnaires were distributed to obtain data from respondents, then the data obtained would be processed, analyzed using SPSS software with factor analysis methods.

Data collection and data sources for this study using questionnaire strategies against the intended objects, namely telecommunication companies (Telkomsigma IT Manage Services) and reference journals or articles related to challenges in digital transformation. The collected data will be analyzed using CFA (Confirmatory Factor Analysis). The data will be analyzed using the SPSS tool. The results showed that using factor analysis made the factors items grouped, and then the group was labeled as an identified challenge.

Keyword: Digital Transformation, Challenges, Telecommunication Digital Solution Management Services, Confirmatory Analysis Factor