

## HALAMAN ABSTRAK DAN ABSTRACT

### ABSTRACT

#### STUDY OF CRITICAL SUCCESS FACTOR (CSF) IN INFORMATION AND COMMUNICATIONS TECHNOLOGY PROJECT MANAGEMENT IN INDONESIA

*The development and application of Information and Communication Technology (ICT) is currently growing rapidly, as seen from the industrial era 4.0 which currently dominates the world. Society's adaptation to digital services in Indonesia has also increased due to the COVID-19 pandemic. In addition, the ICT sector is also an economic support sector that makes a major contribution to Indonesia's Gross Domestic Product (GDP). This study aims to determine the relationship between the dependent variable, namely the Critical Success Factor (CSF) of ICT projects, and the independent variable, namely the success of ICT projects in Indonesia, which is moderated by company size and project duration. This research method is a Systematic Literature Review (SLR) and a quantitative study of the CSF of ICT projects in Indonesia. 17 CSFs were obtained from the SLR results and 8 CSFs with the highest rank were selected based on expert judgement. Then a questionnaire was prepared for a quantitative survey and as many as 127 respondents, namely professionals involved in ICT projects in companies in Indonesia, participated in this survey. Linear regression tests were carried out between 8 CSFs and project success and obtained the definition of work scope/project objectives and project manager's leadership skills as CSFs that are significant to the success of ICT projects. Linear regression tests on the moderating variable were also carried out, and it was concluded that project duration is a quasi moderator and company size is not proven to be a moderator.*

*Keywords: Information and Communication Technology, Critical Success Factor, ICT Project Success, Company Size, Project Duration*

### ABSTRAK

#### KAJIAN CRITICAL SUCCESS FACTOR (CSF) PADA MANAJEMEN PROYEK TEKNOLOGI INFORMASI DAN KOMUNIKASI DI INDONESIA

Pengembangan dan penerapan Teknologi Informasi dan Komunikasi (TIK) saat ini sedang berkembang dengan pesat, terlihat dari era industri 4.0 yang saat ini sedang mendominasi dunia. Adaptasi masyarakat terhadap layanan digital di Indonesia juga meningkat karena adanya pandemi COVID-19. Selain itu, sektor TIK juga merupakan sektor penopang perekonomian yang berkontribusi besar terhadap Produk Domestik Bruto (PDB) Indonesia. Penelitian ini bertujuan untuk mengetahui hubungan antara variabel dependen yaitu *Critical Success Factor* (CSF) proyek TIK terhadap variabel independen yaitu kesuksesan proyek TIK di Indonesia yang dimoderasi oleh ukuran perusahaan dan durasi proyek. Metode penelitian ini adalah *Systematic Literature Review* (SLR) dan studi kuantitatif terhadap CSF proyek TIK di Indonesia. Diperoleh 17 CSF dari hasil SLR dan dipilih 8 CSF dengan peringkat tertinggi berdasarkan pendapat para ahli (*expert judgement*). Kemudian disusun kuesioner untuk survei kuantitatif dan sebanyak 127 responden yaitu profesional yang terlibat dalam proyek TIK pada perusahaan di Indonesia berpartisipasi dalam survei ini. Uji regresi linear dilakukan antara 8 CSF dengan kesuksesan proyek dan diperoleh definisi lingkup kerja/tujuan proyek dan kepemimpinan manajer proyek sebagai CSF yang signifikan terhadap kesuksesan proyek TIK. Uji regresi linear terhadap variabel moderasi juga dilakukan, dan diperoleh kesimpulan durasi proyek merupakan *quasi moderator* dan ukuran perusahaan tidak terbukti sebagai moderator.

Kata kunci: Teknologi Informasi dan Komunikasi, *Critical Success Factor*, Kesuksesan Proyek TIK, Ukuran Perusahaan, Durasi Proyek