

INTISARI

Industri Teknologi Informasi dan Telekomunikasi (TIK) sedang berkembang pesat dan memiliki peran penting di Indonesia. Perkembangan TIK erat kaitannya dengan adanya perubahan dan ketidakpastian tren. Pada Industri TIK berbasis proyek, kontrol terhadap *change request* merupakan hal yang kritical dan sangat mempengaruhi kinerja proyek maupun kinerja organisasi. Metode manajemen proyek *Waterfall* belum dapat mengatasi tantangan ini secara efisien. *Agile* merupakan metode manajemen proyek berbasis nilai yang menjalankan proses proyek dalam bentuk iterasi. Dalam manajemen proyek *agile*, pada setiap iterasinya dilakukan *project deliverable* dan evaluasi proyek agar perusahaan dapat merespon perubahan yang terjadi dengan lebih cepat dan lebih baik. Beberapa lembaga survei internasional mengatakan bahwa adopsi *agile* dapat meningkatkan kinerja proyek ataupun kinerja perusahaan, namun ditemukan bahwa belum banyak penelitian empiris mengenai adopsi ini. Hal ini menjadi dasar diperlukan adanya identifikasi hubungan antara *agile project management maturity* dan kinerja organisasi pada perusahaan TIK *project-based* di Indonesia.

Penelitian ini menggunakan instrumen berupa kuesioner untuk melakukan survei *cross-sectional*. Teknik pengambilan sampel yang digunakan adalah *purposive sampling*. Responden dari penelitian ini adalah 104 perusahaan TIK di Indonesia, yang diwakili oleh pemilik perusahaan, direktur, *c-level*, manajer proyek hingga *developer team* dengan tingkat respon sebesar 34,08%. Penelitian ini juga menggunakan beberapa analisis statistik yaitu analisis faktor, regresi linier sederhana, regresi linier berganda, regresi linier mediasi, regresi moderasi dan *cluster analysis*.

Hasil penelitian ini menunjukkan bahwa pada seluruh model regresi linier ditemukan hubungan positif dan signifikan antara *agile project management maturity*, kinerja proyek dan kinerja organisasi. *Project aspect* memberi pengaruh yang paling dominan daripada *team aspect* dan *organizational aspect* pada hubungannya dengan kinerja proyek maupun kinerja organisasi. Ditemukan juga adanya hubungan moderasi dari *project dynamism*. *Project dynamism* memberi pengaruh negatif pada kinerja proyek. *Cluster analysis* menghasilkan lima *cluster*. Terdapat adanya perbedaan tingkat *maturity* antar *cluster-cluster* tersebut. Hasil *Cluster analysis* juga menunjukkan bukti kalau semakin baik tingkat *maturity* semakin baik pula kinerja perusahaan tersebut.

Kata Kunci : *Agile Project Management Maturity*, Kinerja Organisasi, Kinerja Proyek, Manajemen Proyek *Agile*, *Project-Based Company*, Perusahaan TIK

ABSTRACT

Information and telecommunication technology (ICT) industry is growing rapidly and has an important role in Indonesia. The development of ICT is closely related to the change and the uncertainty of the trend. In the project-based ICT industry, change request control is critical point which greatly affects project performance and organizational performance. Waterfall-based project management methods have not been able to overcome these challenges efficiently. Agile is a value-based project management method that performs project processes in the form of iterations. Iteration process consists of project deliverables and project evaluation, this will enable companies to respond to changes occurred, quickly and well. Many results from international survey agencies reported that agile adoption could improve project performance or company performance. However, there have not been much empirical research founded on this adoption. This is the basis for identifying the relationship between agile project management maturity and organizational performance in project-based ICT companies in Indonesia.

This study used a questionnaire as research instrument to conduct cross-sectional surveys. The sampling technique used was purposive sampling. Respondents from this research were 104 ICT companies in Indonesia, represented by company owners, directors, c-levels, project managers to developer's team with a response rate of 34,08%. Some statistical analysis used were factor analysis, simple linear regression, multiple linear regression, mediation regression, moderation regression and cluster analysis.

The results of this study indicated that in all linear regression models were found a positive and significant relationship among agile project management maturity, project performance and organizational performance. Project aspect gave the most dominant influence over team aspect and organizational aspect, in relation to project performance and organizational performance. It was also found moderation relationship from project dynamism. Project dynamism had a negative impact on project performance. Cluster analysis yielded five clusters. There was a difference in the level of maturity among these clusters. Cluster analysis also resulted evidence the better the level of maturity, the better the performance of the company.

Keywords: Agile Project Management Maturity, Organizational Performance, Project Performance, Agile Project Management, Project-Based Company, ICT Company