

DAFTAR ISI

ABSTRAK	i
ABSTRACT	ii
KATA PENGANTAR	iii
DAFTAR ISI.....	vi
DAFTAR GAMBAR	viii
DAFTAR TABEL.....	ix
DAFTAR ISTILAH	x
DAFTAR SINGKATAN DAN LAMBANG	xii
BAB I PENDAHULUAN	1
I.1 Latar Belakang	1
I.2 Rumusan Masalah.....	4
I.3 Tujuan Penelitian	4
I.4 Batasan Penelitian	5
I.5 Manfaat Penelitian	5
I.6 Sistematika Penulisan.....	6
BAB II LANDASAN TEORI	8
II.1 Kajian Literatur	8
II.1.1 <i>Designing Project Stakeholder Management Plan at Coffe Plant Construction Project for Sucessful Initiating Phase in Ciwidey</i> (Pratami dkk., 2017).....	8
II.1.2 <i>Leadership communication in project management</i> (Zulch, 2014)	8
II.1.3 <i>Project Stakeholder Management: A Case Study of a Brazilian Science Park</i> (Junior dkk., 2015)	9
II.1.4 <i>The role of stakeholders in relation to the business model in the taxi industry</i> (Bitsch dkk., 2015)	9
II.1.5 <i>Stakeholder Power Interest Matrix and Stakeholder Responsibility Matrix in Corporate Social Responsibility</i> (Slaba, 2014)	10
II.2 PROJECT STAKEHOLDER MANAGEMENT.....	11
II.2.1 <i>Identify Stakeholders</i>	12
II.2.1.1 <i>Identify Stakeholders: Input.....</i>	13
II.2.1.2 <i>Identify Stakeholders: Tools & Techniques</i>	14
II.2.1.3 <i>Identify Stakeholders: Ouput</i>	20
II.2.2 <i>Plan Stakeholder Management.....</i>	20
II.2.2.1 <i>Plan Stakeholder Management: Input</i>	21
II.2.2.2 <i>Plan Stakeholder Management: Tools & Techniques</i>	21

II.2.2.3 <i>Plan Stakeholder Management: Ouput</i>	23
II.3 PROJECT COMMUNICATIONS MANAGEMENT	23
II.3.1 <i>Plan Communications Management</i>	23
II.3.1.1 <i>Plan Communications Management: Input</i>	24
II.3.1.2 <i>Plan Communications Management: Tools & Techniques</i>	24
II.3.1.3 <i>Plan Communications Management: Output</i>	26
BAB III METODE PENELITIAN	28
III.1 Model Konseptual	28
III.2 Sistematika Pemecahan Masalah	29
III.2.1 Tahap Identifikasi.....	30
III.2.2 Tahap Pengumpulan Data.....	31
III.2.3 Tahap Pengolahan Data.....	31
III.2.4 Tahap Analisis.....	32
III.2.5 Kesimpulan dan Saran.....	32
BAB IV PENGUMPULAN DAN PENGOLAHAN DATA	33
IV.1 Pengumpulan Data	33
IV.1.1 <i>SOW (Statement of Work)</i>	33
IV.1.2 <i>Stakeholder Register</i>	35
IV.1.3 <i>Expert Judgement</i>	39
IV.2 Pengolahan Data	42
IV.2.1 <i>Power Interest Grid</i>	42
IV.2.2 <i>Salience Model</i>	43
IV.2.3 <i>Engagement Assessment Matrix</i>	45
IV.2.4 <i>Communication Plan</i>	47
BAB V ANALISIS	55
V.1 Analisis Rancangan Pemangku Kepentingan.....	55
V.2 Analisis Rancangan Komunikasi	77
BAB VI KESIMPULAN DAN SARAN	80
VI.1 Kesimpulan	80
VI.2 Saran.....	81
DAFTAR PUSTAKA	82
LAMPIRAN A	83
LAMPIRAN B	91
LAMPIRAN C	95
LAMPIRAN D	101