

ABSTRACT

In this thesis, the object to be analysis is the procurement group unit as one of the business units at the finance directorate at PT. Telekomunikasi Selular. The author choose procurement group as the object of this research is considering the implementation of the procurement business transformation 2.0 which has been going on from 2014 until 2017. Implementation analysis of the procurement business transformation 2.0 on procurement operations at PT Telekomunikasi Selular is very important to do for improvements for achievement. Improvement in operational significantly is process efficiency on procure, decrease manual process, self service tools and reduce changes of order.

This study aims to evaluate implementation of the procurement business transformation 2.0 on procurement operations at PT Telekomunikasi Selular. Aspects consist of three categories are process, technology and people include the impact. This categories are parameters that has changed in the transformation implementation at procurement.

The phenomenon in this study is explored by case study method. Techniques of data collection are by in-depth interviews, observation, and secondary data collection. The respondents involved are 7 persons consist of management and staff. All respondents were interviewed about implementation of the procurement business transformation 2.0 on procurement operations at PT Telekomunikasi Selular.

The results of this study are expected that process, technology and people are important elements in procurement business transformation. This research is expected to be used as an evaluation of the implementation of business transformation in procurement and Telkomsel in the future. Accurate implementation of business transformation will help the company run the business to facing digital industry nowadays to survive and growth for the long term.

Keywords: *business transformation, respondent, case study, transformation implementation, procurement operations, Procurement 2.0, Procurement Group, in-depth interview, self-service tools*