

ABSTRACT

PT Pelabuhan Indonesia I (Persero) began a transformation in the field of business processes and information technology or called digital transformation in 2016. PT Pelabuhan Indonesia I (Persero) experienced obstacles in digital transformation. It is necessary to evaluate the factors that become obstacles to PT Pelabuhan Indonesia I (Persero). In this study, there are 4 main factors including (1) Human Resources (HR), (2) technology, (3) the relationship between IT and business processes, and (4) digital leadership. HR factors have variables, namely trust and commitment, technology factors also have variables, namely IT expertise and the role of IT strategy, and other factors will be used as variables. Thus this research has 6 variables to be analyzed, namely (1) trust, (2) commitment, (3) IT expertise, (4) IT strategy role with business processes, (5) IT linkages with business processes, and (6) digital leadership. The research method used is qualitative research. Data collection methods used is in-depth interviews with three speakers from PT Pelabuhan Indonesia I (Persero) and one expert from Telkom University lecturers. Interviews are carried out via telephone due to the distance between the researcher and the resource person.

The results showed that 3 of the 6 variables studied were influential factors in the digital transformation inhibitor of PT Pelabuhan Indonesia I (Persero). The influential factors are (1) commitment, (2) the role of IT strategy, and (3) the relationship between IT and business processes, while factors that have no effect (1) trust, (2) IT expertise, and (3) digital leadership.

Keywords: *Digital transformation, Factors digital transformation*