

ABSTRACT

An effective PMO can provide many benefits to an organization. In its development, PMO can become an innovation because the organization can organize and manage it according to the achievement goals. The design of the PMO in this study was carried out because of the necessity to strengthen the function of the PMO so that the PMO can exert its full potential which has an impact on project success and organizational performance.

This study develops a previous research model related to the PMO function, project success and organizational performance. The research was conducted on Business Initiation PMOs by assigning the stages of establishing and implementing PMOs, identifying PMO functions and indicators of PMO functions as well as project success criteria and organizational performance. The next stage of research is to measure the importance level of the PMO function and PMO function indicators toward project success & organizational performance, to design business processes and to design PMO Initiation SOPs.

The results showed that there were 11 stages of establishing and implementing a Business Initiation PMO that had been carried out. At the variable identification stage, it produces 3 PMO functions including 9 PMO function indicators, 2 project success criterias and 2 organizational performance criterias. At the stage of measuring the level of importance between variables, it produces business process designs for division (1), department (5) and PMO (3). Modeling and documenting business processes can identify bottlenecks and improve cross-functional work alignment throughout project activities. The managerial implications resulted in the design of departmental SOPs (1) and PMO SOPs (3).

This research was conducted on a new unit of analysis that required strengthening of the part under study. The research results have not been applied in the company. Further research needs to be done to measure the growth of Business Initiation PMOs.

Keywords: PMO design, PMO function, project success, organizational performance, business processes