

ABSTRACT

Currently, PT. XYZ uses the Jira application as a project management tool. PT. XYZ uses Jira is considered an application that has an easy-to-understand interface and customization features for each project. However, in daily use, there are still obstacles faced by PT. XYZ employees, namely, project status information, is still inaccurate, lack of employee knowledge on how to configure Jira and features that are not optimally functioning is found, which hinder the process of using Jira in project management.

This study aims to determine the success of project management tools in managing projects.

This study uses a quantitative method to determine the constraints and factors that influence the success of project management tools by distributing questionnaires to employees, especially the project management division at PT. XYZ. Analysis of the questionnaire results in this study used the SmartPLS application, which aims to simplify the process of analyzing the data obtained.

The review results show that the factors of social culture and specialized information don't altogether influence the viability of utilizing Jira. However, it has been demonstrated that the personal characteristic and team capability variables have a significant impact on the successful use of Jira, while the training and learning variables have a moderating impact on the team capability variable. Team capability variables are significantly influenced by personal characteristics and social culture variables.

Based on the findings of this study, it is hoped that there will be an increase in the personal characteristics of PT. XYZ to increase the success of project management tools.

Keywords: *Personal Characteristics, Team Capabilities, Social Culture, Training and Learning, Technical Knowledge, The success of project management tools, Project Management Tool, Jira.*