

ABSTRACT

The construction services sector has an important role in supporting national development because construction services are closely related to other sectors. Construction services are the most basic part of the creation of construction products, becoming a forum for meeting service providers and service users. In this service provider sector, various important factors such as business actors, workers, and supply chains that determine the success of the provision of construction services and encourage socio-economic growth interact with each other. The contribution of construction services in Indonesia is quite large, where in the first quarter of 2024 it contributed 7.59 of the total gross domestic product. However, in the last decade, the construction industry has undergone major changes. From the beginning, the competition was not too fierce with few large companies dominating the market. However, as time goes by, this industry is growing rapidly. The three main problems faced by entrepreneurs are the high level of competition, the declining demand for construction services, and the fluctuating price of building materials. The same thing happened to PT Wijaya Karya Industri & Konstruksi (WIKON) which is one of the subsidiaries of SOE Karya PT Wijaya Karya which is engaged in construction services. The decline in demand for construction services has had an impact on the acquisition of contract turnover, revenue and profit and loss at PT WIKON has decreased from 2021 to 2023.

The researcher conducted this research with the aim of being able to identify the actors involved, knowing the interaction relationship between actors so as to provide an overview or recommendation about what is needed by the company to develop a construction heavy equipment business

This study uses a business ecosystem approach with a qualitative method conducted through data collection, literature studies, and in-depth interviews to map it using the ecosystem mapping approach.

Keywords: Construction Services, Actors, Interaction, Ecosystem Mapping