

IMPLEMENTATION OF SELF-AWARENESS IN PROJECT MANAGER EMOTIONAL INTELLIGENCE

Rosela Iftita¹, Desy Arisandy²

Psychology Study Program, Social Humanities Faculty
Universitas Bina Darma, Palembang

¹ 191810041@student.binadarma.ac.id, ² desy.arisandy@binadarma.ac.id

Abstract

PT Digital Desa Indonesia has a vision to maximize the potential of Indonesian villages through digital products, so it's critical for the businesses to manufacture high-quality goods and support the development of villages. Therefore, the fundamental indicator of a project's success in product development is a professional project manager. Through the incorporation of self-awareness into the project work processes, this service seeks to increase the emotional intelligence of project managers. Application of this program refers to the three phases of the project workflow, namely planning, implementation, and monitoring, and the job description for the position of Project Manager. Project managers have high emotional intelligence as a competency in human resource firm development as a result of applying self-awareness at program. Data were gathered through unstructured interviews and observations. Emotional intelligence is a requirement for project manager jobs to perform their duties and obligations. Self-awareness in particular needs to be grasped as a fundamental component.

Keywords: Emotional Intelligence, Project Manager, Self-awareness.

INTRODUCTION

As the world and technological advancements become more complicated in the twenty-first century, digitalization and automation take place in the industrial setting known as the Industrial Revolution 4.0. This transformation establishes a new paradigm, generates a number of issues that need to be resolved, and compels businesses to reconsider their approach to managing their operations, product development, and strategy. Because reforms in the industrial sector also necessitate new hires as a reciprocal combination, businesses must take part in upgrading their human resource management within their organizations. It's critical to have competent human resources, especially in businesses where the work process is project-based and employs agile working techniques. (Luong et al., 2021) The agile work technique is a project management strategy that emphasizes teamwork while recognizing that a project is a one-time action that is not repeated with a set amount of time to produce a good or service (Project Management Institute, 2021).

The project manager's role in the planning, management, monitoring, and assessment phases of the project determines whether it succeeds or fails (Dwamena Sasu, n.d.). With their responsibilities for leading, coordinating, planning, and controlling existing resources, a project manager plays a significant part in ensuring the stability of a project until its

completion. They were fully accountable for achieving project objectives in a timely, cost-effective, and appropriate quality manner (Project Management Institute, 2021). As a result, the project manager, who functions similarly to the project leader, must constantly enhance his competencies in line with the potential for new changes.

Project failure is frequently brought on by a project manager who lacks emotional intelligence and is incompetent (Doan et al., 2020), this position necessitates additional thorough management skills (Afzal et al., 2018). The primary personal qualities that contribute to an individual's ability to perform a job effectively—that is, the capacity to apply information and bring about results—are competence or skills (Ribeiro et al., 2021). In order to deal with psychological and environmental obstacles in projects, a project manager needs to possess the following four lists of competencies: self-leadership, communication and relations, empowering, and organizing and managing. Project success heavily depends on self-leadership, which combines emotional intelligence, personal beliefs, and cognitive skills (Dwamena Sasu, n.d.).

The results indicate that emotional intelligence has a favorable impact on both individual and organizational growth, making it two times more necessary to understand than project management technical skills (Afzal et al., 2018). Because raising emotional intelligence has an impact on enhancing project management skills, project managers need emotional intelligence (Doan et al., 2020). With markers like self-knowledge, self-motivation, social skills, empathy, and self-regulation, this intelligence can be used to detect non-intellectual skills, talents, or abilities (Reinaldo et al., 2021).

Self-awareness is a fundamental component of emotional intelligence (Ashley & Reiter, 2012) and is defined as the capacity to experience, recognize, and comprehend emotions (Dwamena Sasu, n.d.) and the influence of those emotions on one's internal circumstances, abilities, and intuition. This capacity enables one to reflect beforehand, make wise decisions, and understand the effects of those decisions. Three different types of self-awareness exist: self-awareness, which is the capacity to identify emotions and understand how they affect the activities being carried out; self-assessment, which is the capacity to recognize one's strengths and weaknesses and accurately assess abilities; and self-confidence, which results from one's self-esteem in discovering and recognizing one's abilities well when performing one's job.

By integrating document digitization services with the digitalization of public services to Village Offices and Village Communities through the internet, PT Digital Desa Indonesia (DIGIDES), as an activity implementation partner, assists various villages throughout Indonesia in building digitization. The projects that DIGIDES works on typically take the form of technology training, village potential development, and content production to demonstrate product value/digitalization. This activity is anticipated to improve the quality of its products for villages, beginning with the development of its human resources within the business. According to DIGIDES' requests, this self-awareness implementation program was carried out with the goal of improving the project manager's emotional intelligence as a development of human resource capabilities inside the organization. Additionally, there is still a dearth of literature detailing the connection between the two, so many people are still unaware that self-awareness might be a solution when the Project Manager faces challenges in performing their tasks and obligations.

IMPLEMENTATION METHOD

This volunteer job is done online as part of the agile work methods-using Educational Content initiative, PT Digital Desa Indonesia Letter Service. Implementing self-awareness refers to project manager job descriptions for the three workflow stages of planning, carrying out, and monitoring (Project Management Institute, 2021). Analyzing needs, outlining activities and duties, evaluating hazards, and developing a work schedule are all part of the planning stage. The management of the meeting's flow, direction, and motivation of the staff are all aspects of the implementation phase. Reviewing project progress and assessing employee performance are both part of the monitoring phase.

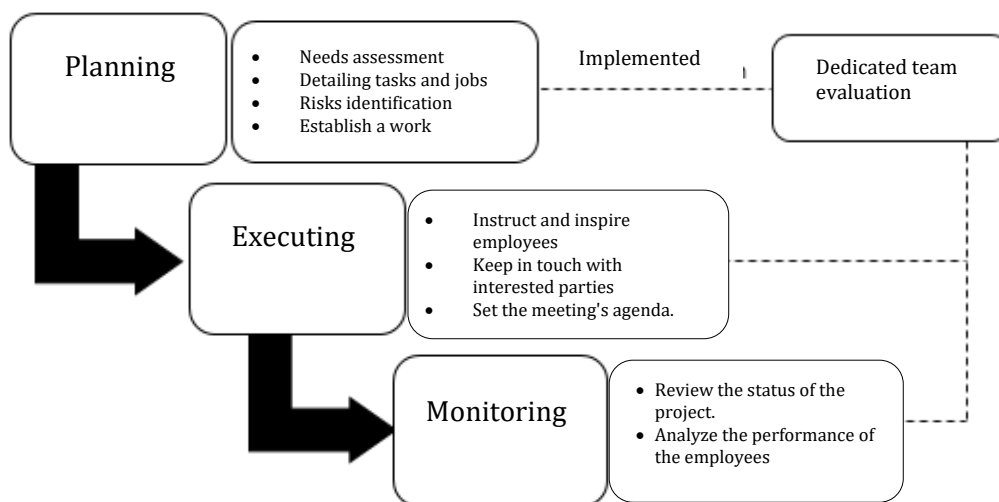


Figure 1. Implementation Scheme

Project management tools are employed as a tool to assist in the efficient implementation of this activity, specifically:

- 1) Gantt Chart
- 2) Work Breakdown Structures (WBS)
- 3) Trello

The Project Manager uses Gantt charts to visualize upcoming project plans by outlining requirements, tasks, hazards, and work timeframes. For the convenience of staff and stakeholders, the WBS includes a list of activities, tasks, and targets. Trello is a piece of software that aids in employee coordination and communication as they confirm and complete their tasks.

Results of observations and the project's success rate can be used to gauge how well self-awareness implementation is going. After the final presentation, the partners were satisfied because the project was finished on time, in good quality. Additionally, semi-structured interviews with project staff were performed to assess the efficacy of the actions taken in light of their expertise and experience.

RESULT AND DISCUSSION

The personnel of PT Digital Desa Indonesia believes that implementing self-awareness results in good changes in the way projects are carried out. This is in line with the work methodology that the business recently adopted—the agile work methodology—and will continue to utilize going forward. They contend that the only effective strategy to control workplace pressure with this work method is through good team coordination and communication. Emotional intelligence and communication abilities are connected (Luong et al., 2021). Even the capacity to recognize and evaluate visible emotions helps in the development of communication abilities. Effective communication necessitates good emotional regulation and self-expression. Additionally, the project manager can influence his team with the help of emotional intelligence by inspiring them to work harder and increasing their commitment to collaborating on projects in order to produce the greatest results (Doan et al., 2020).

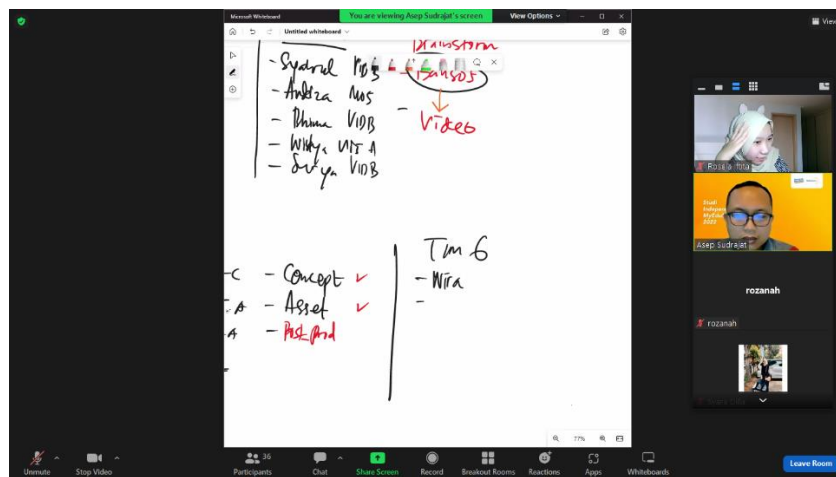


Figure 2. Project planning meetings

Three dimensions of self-awareness, namely self-awareness, self-assessment, and self-confidence, are the emphasis of this service activity, which is carried out by the project manager working on the project directly (Dwamena Sasu, n.d.). Project managers must be capable of making the proper and sensible decisions throughout the planning stage, starting with needs analysis, details of the work/tasks to be completed, identifying risks, and controlling work timetables or milestones, for the success of subsequent projects. Because a small error can ruin the projected timeframe and have a negative impact on the quality of the work performed, according to the project management principle. When a person is able to detect an emotion and understand its impact on the activities being carried out, self-awareness plays a part in helping them make intelligent decisions. Therefore, before making a decision, a project manager must first determine whether they have a high level of self-awareness.

Self-confidence is a component of self-awareness that comes into play once a choice has been made. Recognizing one's own strengths and having confidence in oneself when carrying out activities after making decisions are related to confidence. Additionally, during the implementation phase, facilitating conversations and presiding over meetings calls for this

quality, particularly if you wish to explain Work Breakdown Structures (WBS) to staff and other stakeholders as a work reference. When presenting his work on the project or engaging in talks with stakeholders, the project manager must be certain, upbeat, and fearless since it is crucial to set the meeting's agenda in a way that keeps it on track.

The usage of tools like Trello is simply a tool to make management work easier, therefore the Project Manager also needs to be self-aware with regard to self-assessment components in order to develop communication, coordinate, and motivate staff members inside the project. The Project Manager must first examine the current circumstances in order to coordinate and develop contact with other individuals. This component is related to assessing conditions, gauging capabilities, and assessing weaknesses. This aspect is also necessary at the monitoring stage, when the project manager divides tasks/work and assesses the performance of staff in reviewing the progress of the project, because it is crucial for a project manager to be able to determine the strengths and weaknesses of their staff as a benchmark for the accuracy of the task/work division being worked on.

CONCLUSION

The CEO and founder of the company gave their approval to the successful implementation of community service projects at PT Digital Desa Indonesia. Companies are becoming aware of the fact that they have not given enough attention to managing and developing their human resources in order to build competencies and skills to support their employees' performance within the company as a form of self-development, especially for key roles like project managers. As a result, recommendations are made to staff members in charge of strengthening the company's human resources to conduct additional training activities related managing talents and skills in order to promote employee self-development and raise the caliber of work produced. According to the practice used, it can be said that:

- 1) In order to perform their duties and obligations, project managers must possess emotional intelligence, particularly the ability to master self-awareness as a fundamental concept.
- 2) Self-awareness can be used to identify an emotion and understand how it affects activities being carried out, as well as to understand one's strengths and weaknesses and accurately assess abilities and their effects. It can also be used to find and recognize one's abilities well in order to boost one's confidence.

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