## DISSERTATION

## DIGITAL AND TRANSFORMATIONAL CAPABILITIES IN ATTAINING SUSTAINABLE COMPETITIVE ADVANTAGE: A CASE STUDY FROM INDONESIA LIFE INSURANCE INDUSTRY

Submitted to obtain the degree of Doktor Manajemen at Universitas Pelita Harapan with authority of Rector Universitas Pelita Harapan Defended on Wednesday, July 13<sup>th</sup>, 2022 at Universitas Pelita Harapan

Written by: NAME : AGUSTINUS NICHOLAS L. TOBING STUDENT NUMBER : 01617170008



STUDY PROGRAM OF MANAGEMENT DOCTORAL PROGRAM FACULTY OF ECONOMICS AND BUSINESS UNIVERSITAS PELITA HARAPAN JAKARTA 2022