

COMPARISON ON SUCCESS FACTORS OVER THE
MALAYSIAN AND MAURITIAN CONSTRUCTION
PROJECTS

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SUPERVISOR'S DECLARATION

This project report entitled COMPARISON ON SUCCESS FACTORS OVER THE MALAYSIAN AND MAURITIAN CONSTRUCTION PROJECTS is prepared and submitted by YASHWEENEE BUNDHUN and I13004096 as partial fulfillment of the requirements for the Bachelor of Engineering (HONS) in Civil Engineering, INTI International University.

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07/03/2018

STUDENT'S DECLARATION

I hereby declare the final year project is based on my original work except for quotations and citations, which have been duly acknowledged. I also declare that this has not been previously or concurrently submitted for any other degree at INTI INTERNATIONAL UNIVERSITY or other institutions.

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ABSTRACT

Construction projects play an important role in the advancement of a nation through infrastructure development that leads to economic growth. Nowadays, delivering successful construction project are therefore becoming much more challenging for every project manager. Not all the projects achieved the goals as per planned. Consequently, the study of project success and critical success factors are considered as one of the potential means for achieving project success. The objective of this study is to identify those success factors and critical success factors and focus is on Malaysia and Mauritius. A comparison between the identified critical success factors of the Malaysian construction projects to the Mauritian one was done. Using questionnaire with significant score and relative important index to identify critical success factors, the survey found ten CSFs for the Mauritian construction projects which are firstly, good communication followed by emphasis on cost, quality and time, adequacy of funding, availability of resources (workers & machines), well prepared tendering documents, client satisfaction, identification of project of project difficulties, Project Manager's experience & competence, site Investigation effectiveness and lastly safety on site. While for Malaysian, the ten CSFs are client Satisfaction, client's needs & specifications, project Manager's experience & competence, quality control effectiveness, availability of resources, commitment of stakeholder's, safety on site, adequacy of funding, trust-based relationship with client, budget updates. It is recommended to focus more on the identification of project difficulties for the Mauritian construction projects while for Malaysia, implementation of effective construction quality control process is necessary for delivering high quality construction products.

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LIST OF ABBREVIATIONS

CSF Critical Success Factor

CHAPTER 1

INTRODUCTION

1.1 Construction Industry

The quest for project success factors in project management in construction industry has become the aim of every project manager around the world. In spite of the fact that there are process based activities in the construction industry, for example with respect to assembling of building materials from a contractor or a property designer's point of view, the vast majority of the activities in the development industry are venture based. While considering distinctive activities to industrialize the construction process the current years, it can be said that a huge amount of money has been spent in the construction sector for the project activities. Therefore, it is important for the people in the construction industry to be experts in management, monitoring and control of projects, thus find the correct idea for successful projects.

Before, analysis on project success were focused more on the achievement of the iron triangle objective (time, cost and quality) but as of not long ago, researches have distinguished the need to expand the criteria for measuring project success. Researches highlighted that the project is considered successful if its partners are for the most part fruitful and the project technical performance specifications have been accomplished. Projects can be different in terms of size, uniqueness and complexity which has prompt researches to state that the criteria to measure project success can be different and hence it would be hard to a unique set of criteria for all projects in all industries. Critical success factors can be defined as a management term for an element that is necessary for a project to achieve its mission. Also, a key area where satisfactory performance is required for the construction project to achieve its goal. Identifying and taking into consideration the critical success factors can have a positive result on a project. The study of the project success factors is considered as one of such means which can lead to successful projects. This dissertation focuses on the success factors over the Malaysian and Mauritian construction projects. The result of this paper will contribute in gaining knowledge and interest on the construction projects' success.

1.2 Problem Statement

The construction industry is considered a key sector to enhance economic growth for developing countries like Malaysia and Mauritius. It has played a significant role in the economy in both countries in terms of revenue generation and employment creation. Recently, according to the statistical figure released by the Ministry of Housing and Local Government in Malaysia (2016), the number of delayed and sick projects are increasing alarmingly. Project delays in the construction industry is not only in Malaysia but in Mauritius as well. This is mainly due to insufficient funds, project cost overruns and poor quality of products. This issue may have a great impact on the economy of both countries. Project managers are expected to be aware of the

success factors and criteria that can influence their goal set from the starting till completion of the project in order to avoid failure. Therefore this study identifies and highlights the importance of project success factors for both Malaysia and Mauritius. The determination of project success factors allows a company to implement standard organisation skills to improve the project performance.

1.3 Research Objectives

The main aim of this study is to:

- 1) determine the factors leading a project to success.
- 2) identify the critical success factors of construction projects in Malaysia and in Mauritius.
- 3) compare the identified critical success factors of the Malaysian construction companies with the Mauritian one.