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The effect of a lack of knowledge and experience on the part of the project manager affecting the critical success factors within the project life cycle phases

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ABSTRACT

After being a project manager for many years and overseeing projects in South Africa and beyond the researcher began to ask questions about the reasons for so many project failures.

The researcher was motivated to investigate the effect of project managers' lack of knowledge and experience on the critical success factors within the project life cycle phases. The main objective of this study was to identify the most critical success factors in a project and discover why the implementation of these factors ensures the successful delivery of a project. This research was intended for the engineers who wish to enter the office of the project manager.

A comprehensive literature review on project management principles laid the foundation for the research methodology.

The researcher formulated a pilot questionnaire which was reviewed by a panel of experienced engineers. The questionnaire was based on the five-point Likert scale instrument, designed to address both quantitative and qualitative applications with minor changes (ranking versus rating method). The software used for analysing the quantitative questionnaires was the IBM SPSS Statistics 24 and the software for data capturing was the MySQL. Using quantitative as well as qualitative research and integrating the two research methods exposed the shortcomings in project management practice.

The research presented in this study highlighted the concerns raised by the researcher by addressing the research objective and the research questions. This research was aimed to prove that project failures are caused by the failure to apply sound project and construction management principles regarding the critical success factors within the project life cycle phases and lack of site experience. The success factors identified through this research were in many cases the root of the problems that occurred in practice. The research delivered a successful result with conclusions and recommendations.