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Analysing the Contribution of Stakeholder Engagement in Public Hospital Infrastructure Projects

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DECLARATION

I declare that this Research Report is my own, unaided work. It is submitted in partial fulfilment of the requirements for the degree of Master of Science (Building) in the field of Project Management at the University of the Witwatersrand, Johannesburg.

It has not been submitted before for any degree or examination in any other university.

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ABSTRACT

Stakeholder engagement makes a major contribution to the implementation of public hospital infrastructure projects. This contribution is signified by the negative response the public infrastructure projects receive when end-users feel not being properly engaged. The aim of this research, therefore, is to identify the means of addressing lack of stakeholder engagement in the delivery of public infrastructure projects. This research uses a mono method qualitative strategy to collect empirical data from participants involved in the public infrastructure project management space. To fully comprehend the dynamics of the public infrastructure project stakeholder engagement phenomenon, the researcher conducted semi-structured interviews with participants. The data was collected using a face to face interview using an interview guide from eight (8) participants.

Results showed themes for key stakeholder, Involvement, Contribution, Critical issues, Standard and regulations and the status of the project. Results showed that participants can identify the key stakeholder for the respective projects however there is lack of stakeholder involvement.

The findings indicate that lack of communication contributes to stakeholder engagement not being properly done and that the stakeholder engagement checklist and the standardisation of stakeholder engagement are tantamount to addressing the issue of stakeholder engagement. This study recommends that stakeholder engagement checklist be done, include stakeholder engagement as one of the infrastructure project deliverables at the planning stage of the project, government must start engaging stakeholders at the pre-feasibility stage of the project and that government imposes a regulation that deems non-compliance with the responsibilities and requirements of stakeholder engagement.

Keywords: Stakeholder engagements, Involvement, Regulations, Compliance, Identification, Governance, Public sector, Public Infrastructure Projects, Hospital Infrastructure Projects