

FACTORS INFLUENCING THE PROJECT SUCCESS FROM THE  
CONTRACTORS' PERSPECTIVE

TENKU NUR SHAHRUL IZAMI TENKU IZHAM

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This capstone project report is dedicated to all the people who inspired, supported and encouraged me

*“To my mother and father, thank you for their love and support”*

*“To my sister and brother, thank you for their continuous support”*

*“To my housemate Ros Binti Md. Zain, thank you for her support and encouragement”*

*“To my friends and colleagues, thank you”*

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## ABSTRACT

Many factors influence project success and failure, including time, scope, budget, team satisfaction, customer satisfaction and quality of work. Defining success is very easy, but in practise different people define success in different ways. Project consider successful if it achieves all of the agreed project objectives like execute project on time and within budget, deliver what was agreed in the scope, meet the expected quality standards and the product produces by the project creates significant net value and return on investment for the owner or client after the project is completed. This study is to develop a better understanding, find and forecast to the actual problem. The basic study of this research on factors influencing project success was conducted through literature review. In this study, a quantitative method was used to conduct the relationship between factors of project success and project success criteria and also the impact of the factors on project successful criteria to the contractors. The results show that the analysed statistical result was processed and related to the four research objectives. The most significant factors identified as influencing project success from the contractors' perspective are: material, labour and equipment, contractor related factors, project management related factors, consultant related factors, procurement related factors, client related factors, project related factors and external factor. To overcome the problems, the contractors must oversee the construction and ensures that all necessary measures are taken to result in the completed finished product.

## ABSTRAK

Terdapat banyak faktor yang mempengaruhi kejayaan dan kegagalan sesuatu projek, ini termasuklah masa, skop, jumlah peruntukan, kepuasan pasukan, kepuasan pelanggan dan kualiti kerja. Setiap orang mempunyai takrifan yang berbeza tentang kejayaan. Projek dianggap berjaya sekiranya ianya mencapai kesemua objektif seperti dapat disiapkan mengikut masa dan jumlah peruntukan yang telah ditetapkan, melaksanakan pembinaan mengikut skop kerja yang telah ditentukan, mencapai kualiti yang telah ditetapkan dan ianya dapat memberi manfaat dan pelaburan kepada pemilik atau pelanggan selepas projek disiapkan. Kajian ini dibuat adalah untuk memberikan pemahaman yang jelas serta mencari masalah sebenar yang menyumbang dan memberi implikasi kepada kejayaan sesebuah projek. Kajian asas penyelidikan ke atas faktor-faktor yang mempengaruhi kejayaan projek telah dijalankan melalui kajian literatur. Di dalam kajian ini, kaedah kuantitatif telah digunakan untuk mendapatkan hubungan di antara faktor-faktor kejayaan projek dan kriteria kejayaan projek serta mengkaji kesan faktor-faktor ini ke atas projek kriteria kepada kontraktor. Keputusan menunjukkan bahawa hasil kajian yang telah dianalisis adalah berkaitan dengan keempat-empat objektif kajian. Faktor-faktor yang paling mempengaruhi kejayaan projek dari perspektif kontraktor adalah: bahan, buruh dan peralatan, faktor-faktor yang berkaitan dengan kontraktor itu sendiri, faktor pengurusan projek, faktor-faktor yang berkaitan dengan perunding, faktor-faktor yang berkaitan dengan perolehan, faktor-faktor yang berkaitan dengan pelanggan, faktor-faktor yang berkaitan dengan projek dan faktor luaran. Untuk mengatasi masalah ini, kontraktor perlulah mengurus aktiviti pembinaan serta memastikan kesemua langkah pemantauan tapak dilakukan dengan sebaik mungkin supaya projek dapat disiapkan mengikut kontrak.