ASSESSMENT OF KEY COMPETENCIES FOR CLIENT MANAGEMENT IN HEALTH SECTOR CONSTRUCTION PROJECTS IN SRI LANKA

MASTER OF SCIENCE

IN

CONSTRUCTION PROJECT MANAGEMENT

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ASSESSMENT OF KEY COMPETENCIES FOR CLIENT MANAGEMENT IN HEALTH SECTOR CONSTRUCTION PROJECTS IN SRI LANKA

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"This dissertation was submitted to the Department of Civil Engineering of the University of Moratuwa in partial fulfilment of the requirements for the Master of Science in Construction Project Management."

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DECLARATION

I certify that this thesis does not incorporate without acknowledgment, any material previously submitted for a degree or diploma in any university and to the best of my knowledge and believe it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for inter library loans, and for the title and summary to be available to outside organizations.

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Dr. L. L. Ekanayake

ABSTRACT

The goal of this study was to identify the key competencies of a client who is responsible for the success of a health sector project in Sri Lanka. A literature review was carried out to determine the client's competency profile in terms of management and project success.

To design the questionnaire survey and validate the competencies identified in the literature, expert interviews were conducted. A web-based questionnaire was distributed to clients in the health sector project, particularly medical doctors, and a few engineers in the Sri Lankan health sector. They were asked to rank the client competencies based on their experience, and 66 completed questionnaires were returned and analyzed.

Respondents' perceptions of competency ranking were also evaluated, and the results revealed a strong relationship between Technical and Leadership competencies. The mean-variance analysis performed to examine the relationship between client representatives' work experience and their competency ranking discovered that it was not significant.

A project's scope is a detailed outline that includes all the work required to deliver a product or service. Goals, deliverables, tasks, project members, deadlines, and milestones are all part of the project. The competency of the client is critical for management. It is critical to manage infrastructure scope management, particularly in the health sector, and this research can find the best selection method for client representatives for the work.

Communicate the change with all affected parties was identified as the most important competency under the category of Leadership Competencies, followed by Obtain approval from at least three major stakeholders for variations in analytical thinking skills under the category of Technical Competency and Personal interests and expectations of client representatives over general requirements under the category of Leadership Competencies. The findings of this study can be used to guide the selection of client representatives for projects as well as the development of training programs for client representatives to improve their competencies. It is advised that the client implement a project-based project management unit.

Keywords: client, competency in project management, scope management**,** Project Management

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