

**FACTORS AFFECTING SUCCESSFUL DELIVERY OF
INTERIOR DESIGN PROJECTS IN SRI LANKA**

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Degree of Master of Science in Project Management

Department of Building Economics

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Thesis / Dissertation submitted in partial fulfillment of the requirement for the degree
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DECLARATION

I declare that this is my own work and this dissertation does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other university or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text.

Further I acknowledge the intellectual contribution of my research supervisor Dr. (Mrs.) Yasangika Sandanayake, Head of the Department of Building Economics for the successful completion of this research dissertation. I affirm that I will not make any publication from this research without the name(s) of my research supervisor(s) as contributing author(s) unless otherwise I have obtained written consent from my research supervisor(s).

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ABSTRACT

FACTORS AFFECTING SUCCESSFUL DELIVERY OF INTERIOR DESIGN PROJECTS IN SRI LANKA

Interior Design Projects (IDP) in Sri Lanka have changed dramatically over the years with the sustainable design revolution. An Interior Designer plans and organises the design of the space to produce creative, technical and construction solutions to achieve a perfect interior environment. The project lifecycle involvement by the Interior Designer needs to be executed through many work processes and phases. The success of the project is based on delivering the project within the required and specified timelines, cost, and quality. However, the failure of project deliveries is very common in Sri Lanka's interior design industry, and the industry faces difficulties in delivering projects successfully. Hence, this study aims to identify the factors affecting successful delivery in IDP in Sri Lanka.

In order to achieve the objective of the research, the literature synthesis was carried out to identify the factors affecting successful project deliveries. Further, semi-structured interviews were executed to identify the significant factors and to identify the contributor/stakeholder.

Poor communication, relationship with the client and lack of skills/low productivity of labour were identified as the most significant factors affecting successful project deliveries in IDP in Sri Lanka. The Interior designer and the contractor carries the same amount of responsibility throughout the project lifecycle to ensure successful deliveries in IDP. Mitigation measures identified through semi-structured interviews were suggested for future projects.

Keywords - *Interior design projects, successful project delivery, mitigation*

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Ekanayake A. P.

January 2019

DEDICATION

To my beloved parents...

TABLE OF CONTENTS

Declaration	i
Abstract	ii
Acknowledgement.....	iii
Dedication	iv
Table of Contents	v
List of Figures	ix
List of Tables.....	x
List of Abbreviations.....	xi
List of Appendices	xii
Chapter 1	1
1 Introduction	1
1.1 Background	1
1.2 Problem Statement	4
1.3 Aim and Objectives	5
1.3.1 Aim.....	5
1.3.2 Objectives.....	5
1.4 Methodology	6
1.5 Scope and Limitations	6
1.6 Chapter Breakdown.....	6
1.7 Chapter Summary.....	7
Chapter 2	8
2 Literature Review.....	8
2.1 Introduction	8
2.2 Definition of Project.....	8

2.3	Concept of Project Success	9
2.3.1	Time Management	11
2.3.2	Cost Management.....	12
2.3.3	Quality Management.....	13
2.4	Construction Lifecycle	14
2.5	History of Interior Design	16
2.6	Interior design projects and their management	18
2.7	Design concept and process of interior design projects	19
2.7.1	Phase I - Meeting/Planning the project	20
2.7.2	Phase II - Design Development.....	21
2.7.3	Phase III - Construction documents and Administration	21
2.7.4	Phase IV - Construction/Installation	21
2.7.5	Phase V - Project Completion	22
2.8	Project Management for Interior Design.....	22
2.9	Factors affecting successful delivery in construction projects	23
2.9.1	Poor communication	29
2.9.2	Payment Problems.....	29
2.9.3	Lack of skills/ Low productivity of labour	29
2.9.4	Shortage of materials in the market	30
2.9.5	Delays and incomplete drawings or specifications	30
2.9.6	Delays in approving samples/ materials.....	31
2.9.7	Changes in the design frequently	31
2.9.8	Construction mistakes/ defect work/ lack of quality	31
2.9.9	Weather Condition	32
2.9.10	Claims and disputes	32
2.9.11	Top management support.....	32

2.10	Mitigation Measures	33
2.11	Summary.....	34
Chapter 3	36
3	Research Methodology.....	36
3.1	Introduction	36
3.2	Research Design	36
3.3	Research Approach.....	37
3.4	Research Process	38
3.4.1	Initial Study.....	39
3.4.2	Literature Survey.....	40
3.4.3	Expert Opinion Survey.....	40
3.4.4	Data Analysis	41
3.5	Chapter Summary.....	42
Chapter 4	43
4	ANALYSIS AND RESEARCH FINDINGS.....	43
4.1	Introduction	43
4.2	Semi-structured interview	43
4.2.1	Objectives of Semi-Structured Interviews	44
4.2.2	Details of Interviews of Semi-Structured Interview	44
4.3	Findings and analysis of the interviewees	46
4.3.1	Poor Communication	46
4.3.2	Payment Problems.....	48
4.3.3	Lack of experience/skills/low productivity of labour	49
4.3.4	Shortage of materials in the market	51
4.3.5	Delays and incomplete drawings or specifications	52
4.3.6	Delays in approving samples/materials.....	54

4.3.7	Changes in the design frequently	55
4.3.8	Construction mistakes/defects work/lack of quality	57
4.3.9	Shortage of site labour	58
4.3.10	Project Planning	60
4.3.11	Unrealistic delivery dates	61
4.3.12	Poor site condition	63
4.3.13	Weather Condition	64
4.3.14	Contract modifications or mistakes.....	65
4.3.15	Claims and disputes	67
4.3.16	Top Management Support.....	68
4.4	Findings	70
Chapter 5		76
5	Conclusion and Recommendations	76
5.1	Introduction	76
5.2	Overview of Research and Conclusions Drawn from the Study.....	76
5.3	Recommendations	78
References		80

LIST OF FIGURES

Figure 1.1: Chapter Breakdown	7
Figure 2.1: Construction Lifecycle	15
Figure 3.1: The Research Process	39
Figure 4.1: Relationship between factors, mitigation measures, and stakeholders....	74

LIST OF TABLES

Table 2.1: Summary of factors affecting successful project delivery	26
Table 2.2: Factors and Proposed Mitigation Measures	33
Table 4.1: Details of the interviewees of the semi-structured interview.....	44
Table 4.2: Poor communication problem.....	47
Table 4.3: Payment problems.....	48
Table 4.4: Lack of experience/skills/low productivity of labour	50
Table 4.5: Shortage of materials in the market	52
Table 4.6: Delays and incomplete drawings or specifications.....	53
Table 4.7: Delays in approving samples/materials	55
Table 4.8: Changes in the design frequently	56
Table 4.9: Construction mistakes/defects work/lack of quality	58
Table 4.10: Shortage of site labour	59
Table 4.11: Project Planning	60
Table 4.12: Unrealistic delivery dates.....	62
Table 4.13: Poor site condition	63
Table 4.14: Weather condition.....	65
Table 4.15: Contract modifications or mistakes	66
Table 4.16: Claims and disputes	67
Table 4.17: Top management support.....	68
Table 4.18: Relationship with client	69
Table 4.19: Comparison between frequency and severity to the project	71

LIST OF ABBREVIATIONS

Abbreviation		Description
CP	:	Construction Projects
ID	:	Interior Design
IDLNY	:	Interior Design for Legislation in New York
IDP	:	Interior Design Projects
PM	:	Project Management
PMBOK	:	Project Management Body of Knowledge
PS	:	Project Success

LIST OF APPENDICES

Appendix A - Questionnaire

Appendix B - Interview Transcript