

Assessment of the Impact of Client's Participation on Project Outcome in Nigeria

By

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DECLARATION

I [full first names & surname here], declare that the following dissertation has been made by me without any aid. Moreover all the information and knowledge collected in this research study had been my individual efforts. I also want to declare that all the content present in the dissertation has never been published before. Moreover the following dissertation will reflect my opinions and views and this will not represent the opinions of any educational institute.

Signature...

Date...

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CHAPTER 5: CONCLUSION

Conclusion

The construction business is essential for the improvement of any country. From multiple points of view, the pace of the financial development of any country might be measured by the advancement of physical bases, for example, structures, streets and extensions. Development venture advancement includes various gatherings, different techniques, diverse stages and phases of work and a lot of information from both people in general and private segments, with the significant point being to bring the undertaking to an effective conclusion. The level of accomplishment in completing development venture improvement exercises will depend vigorously on the nature of the managerial, monetary, specialized and authoritative execution of the individual gatherings, while thinking seriously about the related danger administration, the nature's turf, and financial and political solidness. As indicated by Ryd (2013), as development is getting more perplexing, a more refined methodology is important to manage launching, arranging, financing, outlining, affirming, executing and finishing a venture.

Client investment in a trade procedure is thought to be basically aloof before the time of transactions. In any case, the part of the clients is changing and clients are seen all the more as dynamic members throughout the entire trade methodology. Moreover, a few organizations have been enlivened by open development and open-source groups (Rose, Manley, 2010, pp. 252-267) and subsequently, the organizations offer new, vital parts to their clients in the methodologies of the organization. Olatunji, & Diugwu, 2013, pp.54-61) rethink this thought and as per them the right address for the client investment is "the thing that organizations can do with clients" so as to co-make esteem. In this manner, clients are no more seen just as buyer of an offering or a recipient of the quality suggestion. They have new parts for instance as an

accomplice or quality co-inventor and "The objective is not to make esteem for clients yet to assemble clients to make their worth from the organization's different offerings" (Normann & Ramirez 1993, p. 69).

There are a few definitions and terms for client investment. A portion of the terms being used are indistinguishable and some are marginally diverse. Client contribution is characterized as a connection in the middle of clients and the outline process. Participatory configuration is depicted to be very comparative. The client is included as an ally being developed undertakings. Including co-designers is helpful after the outline stage. Co-engineers assess for instance the new engineering of the supplier and the client gets included into the improvement or a joint undertaking. Lead clients are clients who present their current needs unequivocally and those needs have a tendency to get regular needs in the business sectors later on. The term client cooperation blends at one time clarified terms. Client investment is characterized as immediate, general interest of clients or client clients. To finish up, the level of participation with the clients shifts in every definition and the level of the connection is the greatest in the client cooperation.

There are a few techniques for client investment. Nord (2012) orders the techniques by the level of the relationship; however for the reasons of the proposal the posting of the routines is sufficient, so the level of the relationship is left aside. It is important to know the presence of the formal instruments to comprehend the assortment of approaches to include the client. Chiefly expansive organizations use formal strategies for client cooperation.

The on Key Performance Indicators (Kpis) have distinguished 10 parameters for benchmarking tasks with a specific end goal to attain a decent execution in light of Egan's report (1998). The vast majority of these markers, for example, development cost, development time, deformities, customer fulfillment with the item and administration, gainfulness and benefit,

advertise result-orientated considering, inasmuch as consistency of configuration cost and time, and consistency of development cost and time, and wellbeing could be viewed as procedure orientated considering. There are no recommendations for execution markers in benchmarking tasks at the undertaking choice stage i.e., investigation stage, when the customer and end-client's prerequisites need articulations and the conveyance method are dead set. Furthermore, the viewpoint of the "undertaking" and "supplier" is not obviously demonstrated. None of the measures said in this area could recognize the execution of suppliers in a nature's domain.

A client focused methodology is progressively seen as being at the centre of enhancing execution and general business viability (Meng, 2012, pp. 188-198). Diminishes (1993), likewise determinedly contends that the client must be brought into the inside of the business. Albrecht (1993) recommends that client centered organizations are based on key aspects including a profound understanding of the client's needs and adjusting their association to advancing client needs and desires. It subsequently, incorporates components that reflect the client's impression of value and worth for the cash and in addition desires (Murray, & Seif, 2013, pp. 1-7). From our examination in development, there is proof of an expanding attention to the need to comprehend clients and to know their needs through:

1. adopting an inside and outside client focused methodology
2. identifying and gathering the outside client's targets
3. negotiating a complete and clear outside client concise
4. providing motivators for team working
5. improving trade of data
6. adopting banding together understandings instead of formal contracts
7. developing imparted task targets giving installment to plan data

8. involving pro foremen right on time all the while
9. providing intra-organization criticism
10. making the procedure known and noticeable

Customer roles in different stages of the product/service lead to value chain development in construction. Moreover, the information sharing and coordination of the customer is important in this regard. Meeting during different design phases with the client improve the quality of the product and therefore results in positive feedback from the client. it also lead to customer satisfaction. Client's feedback should be incorporated during different design phases and therefore it will help in positive results. Client participation in the construction project can control the economic value of the project. Less risk is involved with respect to the project performance when accessing client's participation. The positive environment of participation within the construction industry leads to successful implementation of the project, therefore, client's participation impact on project performance.

Recommendations

Following recommendations are drawn from the study:

1. In order to improve construction project performances, it is important to improve the information provided by customer.
2. Customer participation in the delivery of service processes has been found to be highly related to customers' perceived quality of service, customer satisfaction and new products' performance. Therefore it is important for an organization to take all the possible measures for improving customer participation in the delivery of services.

3. Value chain development is also an important factor in order to improve the project performance from the perspective of improving organization performance. Therefore all the possible measures are needed to implement in this regard.
4. There is a need to promote new product value as it is positively affected by information sharing and coordination effectiveness.
5. The project manager should ensure meeting during different design phases with the client in order to improve the quality of the product.
6. Client's feedback should be incorporated during different design phases.

Reflection on the Research Objectives

The aim of this research was to assess the impact of client's participation on the project outcome. This has helped in developing the literature regarding the process of development in project management. Moreover, the study has also helped in evaluating the impact of client's participation on project performance in the construction industry. Furthermore, the results of the study have also determined how clients can better manage relationships between contractor and sub-contractors. Moreover, the literature of the study also identified barriers for effective client participation in the Nigerian context.

Lessons Learned

The results of the study indicated that there is a strong relationship between two variables in the study. There is a significant impact of client's participation on project performance in the construction industry. Moreover, the study found that the construction project performances are heavily influenced by customer efforts and the information they themselves provide. further the

results of the study also indicated that customer participation in the delivery of service processes has been found to be highly related to customers' perceived quality of service, customer satisfaction and new products' performance.

Limitation of the Research Study

Following limitations are provided to the study:

1. The data will be limited to collection of identified data collection methods.
2. The study is also limited to the collection of data from the construction industry.
3. The results of the study will be limited to the collection of data from the identified geographical region that is Nigeria.

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