

IMPACT OF CRITICAL SUCCESS FACTORS ON  
THE SUCCESS OF CONSTRUCTION  
PROJECTS IN PAKISTAN:

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DEPARTMENT OF MANAGEMENT SCIENCES  
BAHRIA UNIVERSITY LAHORE CAMPUS

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Principal Supervisor: Dr, Muhammad Sajid

# **Impact of critical success factors on the success of construction projects in Pakistan**

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**RESEARCH THESIS**

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## Abstract

This study is related to the impact of critical success factors on the success of construction projects in Pakistan. The names of critical success factors are top management support, project performance analysis, project manager's authority, contractor's capability, customer satisfaction, team competencies and client's consultation.

Top management support is very important for initiating of any project till its closing because top management support provides a stream line objectives and financial support to the project managers and teams which lead the project in successful completion. Project performance analysis also play a vital role on project success because project performance analysis tells project managers and teams how to check the performance of ongoing project by using different techniques. Authoritative project managers also play a heroic role on project success because authority of project managers provide directions to project teams to work steadily and in a progressive way for the project success. Authority of project managers also related to setting a threshold in terms of cost, schedule and scope of projects to make their decisions timely. Customer's satisfaction also very important critical success factor in order to determine project success because all the projects are done to meet the expectations of clients if client's expectations are met then the satisfaction of clients is increased because client is comfortable with project deliverables and it contribute a significant impact on project success.

Team competencies is also very important critical success factor which can lead the project towards success because project teams comprise of field experts and they know their best in order to complete the projects in a successful way. Client's consultation is very important for the success of construction projects because by consulting with clients we become more aware of the directions and objectives of projects so it facilitate the project manager to complete the project successfully.

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