MANAGING CONSTRUCTION TEAM
COMMUNICATION PROCESS

Uththama Devayale Manori Dulanjika Ruwanpura
108514T

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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.

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The above candidate has carried out research for the Master of Science (Project Management) dissertation under my supervision.

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Abstract

Construction team communication is a crucial factor in successful project implementation to achieve time, cost and quality targets. Since project managers spend the majority of their time communicating with project team and other project stakeholders, competency in effectively managing construction team communication process is essential. However, only few researches have been carried out on construction team communication management process in Sri Lankan context. Therefore, this research attempts to investigate how construction team communication could be effectively managed by project managers in Sri Lankan construction projects. The study was approached through a multiple case study carried out using two construction projects; one in public sector and another in private sector. Six semi-structured interviews were conducted with the client, the consultant and the contractor in each project. By analyzing of case study research findings tools and techniques used by construction teams in communication management process was identified. Then, suggestions to improve those tools and techniques in each steps of communication management process were discovered with preparation of a cognitive map to illustrate and to elaborate reasons for not practicing specific tools and techniques. In addition to that, purpose of each step, stakeholders involved in each step, types of documents and data exchanged and tools and techniques used in construction team communication management process were explored. Based on all research findings, which revealed an effective construction team communication management process for project managers with feedback loops for distribution of information, managing stakeholder expectations and performance reporting. Finally, it is hoped that every project managers should understand the construction team communication management process and how tools and techniques are used to achieve project objectives.

Keywords: Communication Management, Construction Projects, Project Managers, Construction Team
Dedication

Let this be dedicated to my beloved husband and my parents whose within my heart always and render me an enormous sacrifices, supports and encouragement.
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# Table of Contents

Declaration ................................................................................................................... i  
Abstract ..................................................................................................................... ii  
Dedication ................................................................................................................. iii  
Acknowledgement .................................................................................................... iv  
Table of Contents ...................................................................................................... v  
List of Figures ........................................................................................................... viii  
List of Tables ............................................................................................................ ix  

## CHAPTER 1 - INTRODUCTION ....................................................................... 1  
1.1 Background ............................................................................................... 1  
1.2 Broader Research Problem ....................................................................... 4  
1.3 Aim and Objectives .................................................................................. 4  
1.4 Methodology ............................................................................................. 4  
1.5 Scope and Limitation ................................................................................ 5  
1.6 Chapter Breakdown .................................................................................. 6  

## CHAPTER 2 - LITERATURE SYNTHESIS ..................................................... 7  
2.1 Introduction .............................................................................................. 7  
2.2 Communication .......................................................................................... 7  
2.3 Importance of Communication within Construction Projects ............... 9  
2.4 Communication Types used by Construction Team ............................... 11  
2.5 Communication Channels used by Construction Team ......................... 13  
2.5.1 Upward communication channel .................................................. 14  
2.5.2 Downward communication channel ............................................. 15  
2.5.3 Horizontal communication channel ............................................. 16  
2.6 Communication Process within Construction Team ............................... 17  
2.6.1 Identification of stakeholders ....................................................... 19  
2.6.2 Communication planning ............................................................ 20  
2.6.3 Distribution of information ........................................................... 22
2.6.4 Managing stakeholder expectations .............................................. 23
2.6.5 Performance reporting ................................................................. 25
2.7 Defined Research Problem ............................................................... 29
2.8 Summary .......................................................................................... 30

CHAPTER 3 - DESIGN OF RESEARCH AND RESEARCH METHODOLOGY ................................. 31
3.1 Introduction .......................................................................................... 31
3.2 Research Approach ............................................................................. 31
3.3 Case study Research .......................................................................... 32
3.4 Case study Design .............................................................................. 33
  3.4.1 Design parameters ......................................................................... 34
  3.4.2 Data collection ............................................................................... 36
  3.4.3 Data analysis ................................................................................. 37
3.5 Summary ............................................................................................. 39

CHAPTER 4 - RESEARCH FINDINGS AND ANALYSIS OF DATA ........ 40
4.1 Introduction .......................................................................................... 40
4.2 Background of Cases .......................................................................... 40
4.3 Cross Case Analysis ............................................................................ 41
4.4 Construction Team Communication .................................................. 42
4.5 Construction Team Communication Management Process ............... 44
  4.5.1 Purpose of construction team communication management process ........................................................................ 45
  4.5.2 Deviations and inclusions suggested to construction team communication management process ........................................... 47
  4.5.3 Tools and techniques used in construction team communication management process ...................................................... 51
4.6 Suggestions to Improve Each Step by using Tools and Techniques ....... 53
4.7 Summary ............................................................................................. 60
CHAPTER 5 - PATTERN – MATCHING................................................................. 61

5.1 Introduction .............................................................................................. 61
5.2 Construction Team Communication ........................................................ 61
5.3 Communication Management Process .................................................... 62
   5.3.1 Identifying stakeholders ................................................................. 62
   5.3.2 Communication planning ............................................................... 63
   5.3.3 Information distribution ................................................................. 64
   5.3.4 Managing stakeholder expectation ............................................... 65
   5.3.5 Performance reporting ................................................................. 66
5.4 Summary ................................................................................................. 69

CHAPTER 6 - CONCLUSION........................................................................ 70

6.1 Introduction .............................................................................................. 70
6.2 Summary of Research Findings ............................................................... 70
6.3 Conclusions on Overall Research Problem .............................................. 71
6.4 Recommendation .................................................................................... 72
6.5 Limitations of the Research .................................................................... 75
6.6 Further Research Direction ..................................................................... 75

REFERENCES ............................................................................................... 77

APPENDIX A: Interview Guidelines ............................................................... 81
APPENDIX B: Interview Transcript ............................................................... 84
List of Figures

Figure 1.1 - Chapter Breakdown ................................................................. 6
Figure 2.1 - Model of Communication Process ........................................... 8
Figure 2.2 - Communication Channels Identified Within Project
Environment .................................................................................................. 14
Figure 2.3 - Communication Management Process ...................................... 18
Figure 3.1 - Case study Design ................................................................. 33
Figure 4.1 - Aspects in Construction Team Communication ......................... 43
Figure 4.2 - Coding Structure for Construction Team Communication
Management Process ................................................................................ 44
Figure 4.3 - Communication Management Process for Construction Team .... 50
Figure 4.4 - A Cognitive Map for Reasons for not Practicing Specific
Tools and Techniques of Construction Team Communication
Management Process .............................................................................. 57
List of Tables

Table 2.1 - Tools and Techniques of Communication Management Process ........ 27
Table 4.1 - Details of Selected Cases ................................................................. 41
Table 4.2 - Purpose and Involved Stakeholders in each step of
Construction Team Communication Management Process ...................... 47
Table 4.3 - Type of Documents and Data Exchanged and Tools and
Techniques used in each step of Construction Team
Communication Management Process ...................................................... 53
Table 4.4 - Industry Perspective for using Proposed Tools and Techniques
in Construction Team Communication Management Process ................. 58
Table 5.1 - Pattern Matching between Theorized Data and Observed Data ....... 67