

**THE IMPACT OF CLIENT INVOLVEMENT ON  
PUBLIC BUILDING PROJECT PERFORMANCE  
IN SRI LANKAN CONSTRUCTION INDUSTRY**

**MASTER OF SCIENCE  
IN  
CONSTRUCTION PROJECT MANAGEMENT**

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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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September 2021

## DECLARATION

“I certify that this thesis 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 or myself except where due reference is made in the text.

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## **ABSTRACT**

The clients are most important contributor and main participant for the successful construction project completion which depending on client's behaviors and play major role that cannot be avoided. Client involvement is linked to the achievement of a project on performance. Therefore, the level of client involvement should be increased to minimize the negative impact of project performance. Therefore, this study was aimed to investigate the impact level of client involvement on the Public Building project performances during the construction process in Sri Lanka.

This research has been conducted through literature reviews and questionnaire survey (quantitative method). The results from the survey were analyzed using descriptive analysis. Following this, inferential statistical analysis of testing was conducted on the data results of the survey.

The Findings revealed that over all the current client had neutral or low involvement in 27 out of 40 tasks. Pearson's correlation coefficient was used assess whether there is significant relationship between client involvement stages and performance and; all involvement of five construction stages is positively linked to performance of Time, Cost and Quality. Linear regression analysis used to calculate the impact level of client involvement on project performance. The level of client involvement in the planning stage, design stage and construction stage were found to be the most significant and had a high level of impact on the project outcomes.

The study recommended the clients need to have progressed information to review the documents, should give consideration to tasks prior to construction of the project and conduct regular site visits during construction. And assign a special O&M representative to advise the project team on how to complete the product in a manner that best achieves the project's O&M needs.

### **Keywords**

Sri Lanka, Clients, Construction Project Stages, Performance

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## **Abbreviation**

CI- Client Involvement