

FACTORS AFFECTING PROJECT DELIVERY: A CASE OF KENYA AIRPORTS PARKING SERVICES LIMITED KENYA

Degree Programme: [MASTER OF ARTS IN PROJECT PLANNING AND MANAGEMENT](#) [1]

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This study intended to fill this gap by examining the role of product quality, product maintenance, customer care and customer satisfaction on project at Kenya Airports Parking Services (KAPS) limited Kenya. The study is expected contribute to existing knowledge on customer satisfaction in relation to project delivery. The study was was expected to find out the extent to which different factors affected project delivery, which will enable project managers to not only focus on the conventional processes of project delivery, but also critical factors that may dictate how project delivery process will be undertaken . The study helped KAPs limited in identifying project delivery gaps left in the project management process and recommend a suitable strategy in addressing the gaps. The study adopted a case study design which involves an in-depth examination of a single unit, group, individual or phenomenon. The target population were managers and employees of KAPS limited. Stratified random sampling was used to select the samples to participate in the study. Data was gathered via personal interviews and focus group discussions. Raw data was analysed through qualitative and quantitative techniques with help of Statistical package for Social Sciences (SPSS). It was then presented in tables and charts and discussion made based on the research questions. The study finding indicated that various factors examined in the study affected project delivery but to varying degrees. The quality of a product was found to be an important determinant of the process to be followed in order to achieve desired quality parameters. Product maintenance though may not play a major role in influencing project delivery may have interactions with product quality that will have overall influence on product delivery. Customer care and customer satisfaction can be termed as customer centred factors. Various aspects of customer care as well as customer satisfaction are responsible were found to have significance influence on project delivery in an organization. Customer satisfaction has a strong relationship with project delivery. As a result customer satisfaction influences the way

project delivery is strategized towards meeting customer satisfaction goals. Customer needs keep on changing and therefore organizations have to equally consider the changing customer needs in their project implementation strategies. The researcher recommended the need for organizations to strategise on attention to contemporary project delivery factors other than the conventionally known factors of project management. A need for a further study to be undertaken in order to determine the influence of project delivery processes on customer retention as well as a similar study in other project organizations especially in the construction sector since the current study was confined to one organization.

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