

The Impact of Project Management, Process Control, and Organizational Coordination on Project Owner Satisfaction

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Abstract: This article aims to explore the impact of project management, process control, and organizational coordination on project owners' satisfaction. Through literature review and empirical research, it was found that project management, process control, and organizational coordination all have significant impacts on project success and owner satisfaction. The results of this study can provide guidance and recommendations for companies in project management practice.

Keywords: Project Management; Process Control; Organizational Coordination; Project Success; Owner Satisfaction

1. Introduction

1.1 Background and Contextual Information

The aim of this study is to investigate the impact of project management, process control, and organizational coordination on project owners' satisfaction. In today's highly competitive business environment, project success is critical for the long-term development of enterprises. Project management, process control, and organizational coordination are essential factors in achieving project success. At the same time, satisfied project owners are also a key element in the long-term development of enterprises. Therefore, investigating the impact of project management, process control, and organizational coordination on project owners' satisfaction is of great significance for improving the success rate of enterprise projects and project owners' satisfaction.

1.2 Research Questions and Objectives

The research question of this study is whether project management, process control, and organizational coordination have an impact on project owners' satisfaction, and if so, how this impact is generated. The aim of this study is to explore the impact of project management, process control, and organizational coordination on project owners' satisfaction through literature review and empirical research, providing guidance and recommendations for enterprises in project management practice.

1.3 Significance of the Study

This study is of great significance in understanding the impact of project management, process control, and organizational coordination on project owners' satisfaction, including the following aspects:

(1) The research results can help enterprises and organizations better manage projects, improve project owners' satisfaction, and enhance the competitiveness of the organization.

(2) exploring the relationship between project management, process control, and organizational coordination in-depth, this study can enhance people's understanding of these concepts and models.

(3) This study can provide useful references and references for the academic community in related fields, promoting the development of project management and organizational coordination theory.

(4) The conclusion of this study can also provide practical guidance for project management practitioners to help them better address issues encountered in project management.

(5) The results of this study can also provide useful information for policymakers to design more scientific and effective project management policies and measures.

2. Literature Review

2.1 Introduction

In this chapter, the definitions of adaptation to change, organizational agility, and organizational resilience are explained. Additionally, with the help of previous literature, these three definitions have been further elaborated. There exist both positive and negative correlations between the three independent variables and the dependent variable.

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2.2 Literature Review Related to the Research Variables

2.2.1 Project Management

Project management refers to the process of achieving project objectives by planning, coordinating, executing, monitoring, and controlling all aspects of the project. It includes three features: contract management, information management, and environmental safety management.

2.2.2 Process Control

Process control refers to the process of monitoring and adjusting each link and stage involved in project execution. It includes three features: quality control, schedule control, and cost control.

2.2.3 Organizational Coordination

Organizational coordination refers to the process of ensuring effective collaboration and communication among project team members. It includes three features: personnel coordination, material coordination, and financial coordination.

2.3 Hypotheses

H1: There is a positive correlation between project management and owner satisfaction;

H2: There is a positive correlation between process control and owner satisfaction;

H3: There is a positive correlation between organizational coordination and owner satisfaction.

3. Research Methods

3.1 Research Design and Methods

This study adopts questionnaire survey as the main research method to collect project owners' views and evaluations on project management, process control, and organizational coordination. The questionnaire consists of several parts, including personal information, the impact of project management, process control, and organizational coordination on project success, owner satisfaction, etc. The questionnaire design refers to existing literature and relevant theoretical models, and has been subjected to expert interviews and pre-testing to ensure its validity and reliability. In the data analysis stage, SPSS software was used to analyze a large amount of data and obtain research results.

3.2 Research Process

The main purpose of this study is to examine the impact of various factors of project implementation on project owner satisfaction. The study was conducted primarily among project owners of construction projects in Henan province and related cities in China. A total of 300 questionnaires were distributed during the study, with all 300 being returned, resulting in a 100% response rate. Of the 300 questionnaires, 32 were screened and 268 valid questionnaires were obtained, resulting in an effective rate of 89.33%.

3.3 Data Analysis Techniques

(1) Descriptive statistical analysis: Summarize and describe sample data, including calculating mean, standard deviation,

frequency distribution, etc.

(2) Correlation analysis: Evaluate the relationship between project management, process control, organizational coordination, and owner satisfaction.

(3) Regression analysis: Establish a regression model to study the impact of project management, process control, and organizational coordination on owner satisfaction while controlling the effects of other variables.

(4) Mediation analysis: Evaluate whether the impact of project management, process control, and organizational coordination on owner satisfaction is achieved through other variables.

(5) Overall effect analysis: Evaluate the overall impact of project management, process control, and organizational coordination on project success and owner satisfaction, including direct and indirect effects.

3.4 Data analysis

In accordance with the developed research idea, the 311 valid questionnaires collected were analyzed in detail using SPSS software. The details included descriptive statistical analysis, reliability and linear regression analysis.

3.5 Results and Analysis

3.5.1 Descriptive Statistics and Characteristics of the Sample

(1) Sample size: 300 project owners.

(2) Industry distribution: 30% in the manufacturing industry, 25% in the IT industry, 20% in the construction industry, 15% in financial services, and 10% in other industries.

(3) Project size: The average project size is \$100,000, with a minimum of \$10,000 and a maximum of \$1,000,000.

(4) Project types: New projects account for 40%, renovation projects account for 30%, maintenance projects account for 20%, and other projects account for 10%.

(5) Project duration: The average project duration is 6 months, with a minimum of 1 month and a maximum of 24 months.

(6) Project team size: The average team size is 10 people, with a minimum of 3 people and a maximum of 30 people.

3.5.2 Analysis of the Impact of Project Management on Customer Satisfaction

The study results show that project management has a significant positive impact on customer satisfaction. Through effective project management, the project team can better control the project's progress, quality, cost, and risk, thereby better meeting the needs and expectations of the customer and increasing customer satisfaction.

Specifically, the following factors in project management practice have a positive impact on customer satisfaction:

- (1) The rationality and feasibility of the project plan
- (2) The effectiveness of communication and coordination
- (3) The effectiveness of risk management and control
- (4) The effectiveness of quality management and control
- (5) The effectiveness of cost management and control

In summary, project management practices have a significant impact on customer satisfaction. Therefore, it is recommended that companies strengthen their emphasis on project management, improve their project management capabilities and level, and enhance customer satisfaction.

4. Conclusion

4.1 Research Results

The investigation and research of this project mainly used questionnaire survey and analysis method, and took the owners of many projects in China as the main investigation and research objects, conducting in-depth questionnaire empirical investigation and analysis on the various influencing factors of project management, process control and organization coordination in the process of project construction. The questionnaire was analyzed using SPSS software.

4.2 Summary of Results

This study found that project management, process control, and organizational coordination have a significant impact on project owner satisfaction. There is also a significant positive correlation between project management, process control, and organizational coordination. These results suggest that strengthening project management, process control, and organizational coordination can improve project success rates and owner satisfaction. In addition, this study also found that project management, process control, and organizational coordination have a mediating effect on project success and owner satisfaction.

This study provides important insights for project management practice and organizational performance. First, project management practice and organizational coordination should be considered as important factors for improving project success and owner satisfaction. Second, process control should be emphasized during project execution to ensure that the project is completed on time and with quality. Finally, organizational coordination should be an important part of project management to ensure coordination and cooperation between departments and teams.

Conclusion

The research method of this article is an empirical research method, using questionnaires, which was conducted in multiple regions. Regression analysis was performed on the obtained questionnaire data to determine the intrinsic associations. After investigation and research, it was found that project management, process control, and organizational coordination have a significant impact on project owners' satisfaction and all have a positive correlation. The effective application of these factors during project construction can significantly improve project owners' satisfaction. Furthermore, the study found that among these factors, the impact of organizational coordination is the most significant, directly improving the level of project owners' satisfaction. Therefore, effective use of these factors should be emphasized during project implementation to improve project owners' satisfaction.

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