

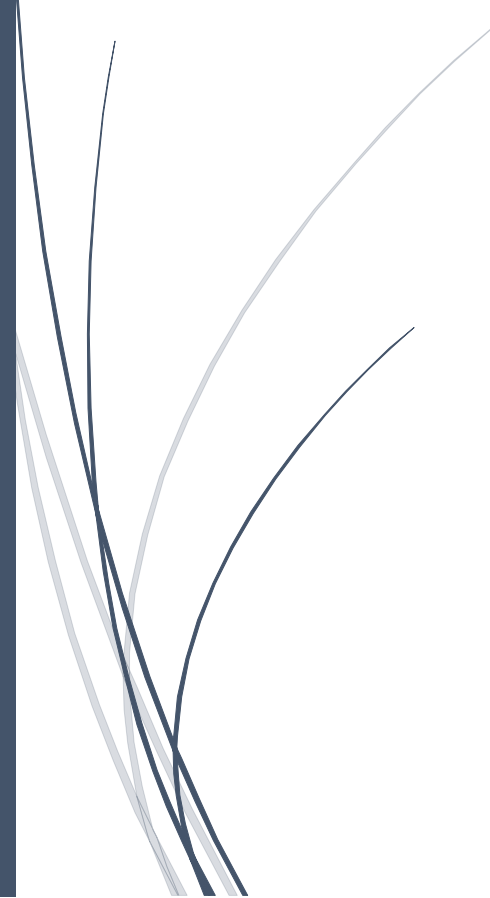


# Final Project 2

PMG 497

## Project Template

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The impact of Project integration management to  
improve the projects quality: applied to the technology  
sector, Qatar.

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## **Dedication**

# Abstract

**Purpose:**

**Methodology:**

**Findings:**

**Originality & Implication:**

***Keywords:***

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# **1. Chapter 1: Introduction**

## 1.1. Research Background

Our lives are always constantly shaped by projects, from minor details like cooking a meal, all the way to building bridges and developing software to organizing events and launching campaigns. These aims and efforts, ranging in complexity and size, have one common thread: **Project management**. Project management is a series of structured tasks, activities and deliverables that are carefully executed to achieve a desired outcome. They are temporary efforts to create value through unique products, services and processes (Project Management Institute, 2021. *Guide to the Project Management Body of Knowledge PMBOK guide – seventh Edition*). A **Project** has a distinct, clear start to finish points, defined objectives, and it makes use of numerous resources to achieve them. Whether it is the construction of a building or organizing a gathering, projects are a part of every aspect of our lives.

Nowadays, projects are complex and demand seamless synergy and coordination across the various elements of it, to reach the ideal quality for them. This is where integration management comes in; **integration management** the coordinated process and activities that unify the various elements of a project to achieve defined objective (Project Management Institute, 2021). It unifies the projects components and stakeholders, and adds to their significance. Projects can decrease errors, navigate challenges and provide high quality results. The full scope of how integration management impacts the projects quality is still a subject of constant, ongoing and continuous exploration, despite its recognized importance. Seamlessness in integration management is better for projects, as it delivers better and higher quality. There is a set of processes and activities that ensure the following:

- **Unified goals and objectives:** all project components contribute towards a single, shared vision (Project Management Institute. 2021).
- **Smooth information flow:** timely and accurate information exchange across teams and stakeholders (Baccarini, D. 2004).
- **Coordinated activities:** interdependencies between tasks are managed effectively, avoiding conflicts and delays (demirkesen, S., Ozorhon, B. 2017).

- **Effective change management:** adjustments are incorporated smoothly without derailing the project (PMI institute. 2021).
- **Resource optimization:** people, equipment, and materials are employed strategically for maximum impact (Project Management Institute. 2021).

As for **Project quality**, with the competitive markets and industries in the recent years, simply finishing projects on time and within budget is no longer enough. **Project quality** has become a great importance differentiator, determining not only the success of individual projects but also the reputation and competitiveness of organizations. Project quality surpasses simple product or service quality. It encompasses a broader spectrum of meeting and exceeding the expectations of stakeholders involved in a project. It translates into various dimensions, including:

- **Performance:** does the project deliver its intended functionality, features, and benefits as planned?
- **Conformance:** does it adhere to agreed-upon specifications, standards, and requirements?
- **Reliability:** does it operate consistently and avoid unexpected failures or errors?
- **Durability:** can it withstand anticipated use and remain effective over time?
- **Usability:** is it easy to use, understand, and maintain for its intended users?
- **Safety:** does it minimize risks and hazards to people and the environment?
- **Customer satisfaction:** does it meet the needs and expectations of clients or end-users?

(Project Management Institute, 2021. Guide to the Project Management Body of Knowledge PMBOK Guide – Seventh Edition).

While there is literature that provides beneficial observations and understanding of integration management and its practices, there are some deficiencies that need to be pointed out, which are the following points:

- Limited understanding of casual mechanisms.
- Lack of comprehensive models.
- Boundary conditions and contingency factors.

(Demirkesen, S., & Ozorhon, B. 2017). (Baccarini, D. 2004). (Cleland, D. I. 2007).

There are also some practical limitations that can be found, which are:

- Measurement challenges.
- Implementation challenges.
- Tailoring integration practices.
- Tailoring integration practices.
- Skills and training gaps.

(Project Management Institute 2022). (Morris, P. W. G., & Hough, G. H. 2007). (International Institute of Project Management. 2017).

With that being said, integration management can be used to elevate and enhance Project quality, ensuring that it smoothly gets developed into the best quality possible within the given conditions, resources, time, and budget.

**Qatar's technology sector** is rapidly growing and becoming increasingly important to the country's economy. The government has made significant investments in technology infrastructure and has launched multiple initiatives to promote innovation and entrepreneurship. As a result, Qatar now is a home to a thriving tech scene with a number of startups and established companies developing cutting-edge solutions. It's also experiencing a dynamic transformation, putting itself as a leader in innovation and digitalization. Qatar has been impressive in the recent years with their technology development. (Qatar Development Bank QDB). (Eltahir, N. B., & Mohamed, Z. 2020). (Al-mulla, S., & kathawala, J. 2019). (Sabagh, Z., & El-masri, R. 2022).

In this work, the main objective is to show the importance of integration management and its effects on the projects quality, specifically in the technology sector. There will be examples and

statistics on the technology sector in Qatar, in particular. The researcher here will delve into the details and information regarding all aspects mentioned above, projects, projects management, integration management, projects quality, and the technology sector in Qatar. This will also include quantitative information. This research is also aimed at project managers and whoever requires the given information within it.

## 1.2. Research Problem

While there are researches that acknowledge the link and connection between integration management and the project's success, a deeper and greater understanding of its specific impact on quality is required.

Imagine a building project where blueprints haven't been shared with construction crews, materials haven't been ordered on time, and budget changes haven't been communicated. That leads to chaos, delays, and cost overruns to overflow. Effective integration management prevents such scenarios by doing the following:

- **Improving project performance:** delivering projects on time, within budget, and to spend quality standards. (Project Management Institute, 2021. Guide to the Project Management Body of Knowledge PMBOK Guide) (Demirkesen, S., &Ozrorhon, B. 2017. Impact of integration management on construction project management performance).
- **Enhancing communication and collaboration:** fostering seamless teamwork and reducing silos. (Baccarini, D. 2004. The integration of design, procurement and construction: a study of leading UK contractors). (Morris, P . W. G., &Hough, G. H. 2007. The management of projects).
- **Minimizing risks and surprises:** proactively identifying and addressing potential issues early on. (Project Management Institute, 2022. Practice standard for risk Management – third edition). (Kerzner, H. B. 2017. Project management: a system approach to planning, scheduling, and controlling).
- **Increasing stakeholder satisfaction:** delivering results that meet expectations and build trust. (Cleland, D. I. 2007. Project management: strategic dimensions). (PMI institute. 2020. Guide to the Project Management Institute Body of Knowledge PMBOK guide – sixth edition).

### 1.2.1. Theoretical Gaps

- **Limited understanding of causal mechanisms:** While research shows a correlation, we don't fully understand **how** different integration practices (e.g., scope management, risk management) directly impact specific quality dimensions (e.g., performance, conformance). More research is needed to delve deeper into the specific mechanisms at play.
- **Lack of comprehensive models:** Existing models of integration management and project quality may not capture the **complexity** of real-world projects. New models are needed that account for dynamic and multifaceted environments, project lifecycle stages, and the interplay between different quality dimensions.
- **Boundary conditions and contingency factors:** The effectiveness of integration management for quality improvement may vary depending on project type, size, industry, and other factors. More research is needed to identify these **boundary conditions** and **contingency factors** that moderate the relationship between integration practices and quality outcomes.

### 1.2.2. Practical Gaps

- **Measurement challenges:** Measuring project quality remains a subjective and multifaceted endeavor. More robust and objective **quality measurement tools** are needed, incorporating both qualitative and quantitative dimensions aligned with project goals and stakeholder expectations.
- **Implementation challenges:** Implementing effective integration management often requires overcoming **organizational silos** and communication barriers. Further research is needed on practical strategies for breaking down these silos, fostering collaboration, and ensuring seamless information flow across project teams and departments.
- **Tailoring integration practices:** One-size-fits-all approaches may not be optimal. Research is needed on how to **tailor and adapt integration practices** based on

specific project characteristics, resource constraints, and organizational cultures.

- **Skills and training gaps:** Many project professionals lack the necessary skills and knowledge to effectively implement integration management practices. Research is needed to identify these **skill gaps** and develop targeted training programs to equip professionals with the skills needed to improve project quality through integration.

This research aims and seeks to address the following question:

- How do the different components and parts of integration management (e.g., scope integration, change management..etc) individually and collectively effect the projects quality?

## 1.3. Research Significance

As mentioned above, integration management plays a crucial role in achieving high-quality projects. In this research area, significant theoretical and practical importance's are held, impacting multiple stake holders and contributing to various fields of study

### 1.3.1. At the theoretical level

- **Understanding the mechanisms:** research helps delve into the specific mechanisms through which integration management practices influence project quality. This enhances our theoretical understanding of projects success factors and provides a foundation for further improvement. (Project Management Institute, 2021. Guide to the Project Management Body of Knowledge PMBOK guide – Seventh edition).
- **Developing new models and frameworks:** studies can evaluate existing models and propose new frameworks that include various integration management elements and their impact on quality dimensions. This leads to more comprehensive, understandable, and tailored approaches for different project types and contexts. (Morris, P . W . G., & Hough, G. H. 2007. The management of projects).
- **Examining boundary conditions:** research can test the effectiveness of integration management in diverse and various project settings, identifying potential limitations or boundary conditions where its impact may vary. This refines our understanding of where and how to best utilize these practices. (Cleland, D. I. 2007. Project management: strategic dimensions).

### 1.3.2. At the practical level

- **Improving project outcomes:** by understanding the link between integration management and quality, organizations can implement targeted practices to deliver projects that meet the desired criteria, leading to increased success and cost savings.

(Demirkesen, S., & Ozorhon, B. 2017. Impact of integration management on construction project management).

- **Enhancing decision-making:** research findings can confirm evidence-based decisions during project planning and execution, enabling organizations to prioritize and allocate resources effectively for quality achievement. (Baccarini, D. 2004. The integration of design, procurement and construction: a study of leading UK contractors).
- **Advancing professional practice:** sharing research and best practices through publications, conferences, and training programs improves the competence and knowledge of project management professionals, leading to higher quality outcomes across industries. (Project Management Institute, 2022. Practice standard for Risk Management – Third edition.)

## **1.4. Research Questions**

- ✓ How does scope integration affect the projects quality?
- ✓ How does the change management affect the quality of the project?
- ✓ What type of integration management strategies can we use to have better project quality?
- ✓ What are the limitations of traditional integration management approaches in achieving high quality in projects?
- ✓ Are there specific project characteristics or industry context where the impact of integration management on quality is more notable and prominent?
- ✓ Can we pinpoint the best practices and strategies for implementing integration management to guarantee consistent quality improvement across diverse and different projects?

## **1.5. Research Objectives**

### **1.4.1. The main objective**

- Investigate the relationship between effective integration management practices and project quality outcomes.

### **1.5.2. The sub-objectives**

1. Identify the specific mechanisms by which integration management contributes to improved quality.

2. Develop a framework or model that explains how integration management practices influence different quality dimensions.
3. Analyze the impact of various integration management practices (e.g., scope management, risk management, communication management) on project quality metrics.
4. Compare and contrast the effectiveness of integration management practices for quality improvement across different industries and project types.

## **1.6. Research Hypotheses**

### **1.6.1. The main hypotheses H1:**

- There is a positive correlation between the effectiveness of integration management and overall project quality.

### **1.6.2. The first sub-hypotheses Ha:**

- Projects with higher levels of integration management practices will experience fewer defects and rework compared to projects with lower levels of integration.

### **1.6.3. The second sub-hypotheses Hb:**

- Effective integration management will lead to increased stakeholder satisfaction with project quality.

### **1.6.4. The third sub-hypotheses Hc:**

- Implementing a centralized communication platform will improve collaboration and information flow, leading to enhanced quality outcomes.

### **1.6.5. The fourth sub-hypotheses Hd:**

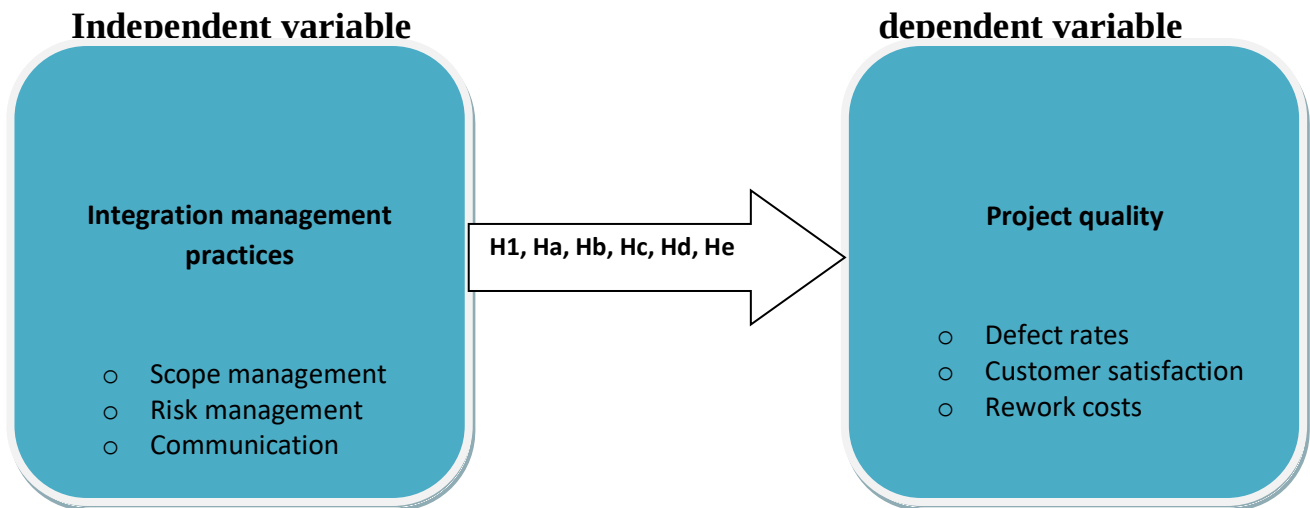
- Proactive risk management practices integrated throughout the project lifecycle will result in a reduction of quality-related risks and improved defect prevention.

#### 1.6.6. The fifth sub-hypotheses He:

- Early and continuous stakeholder engagement through integration management will contribute to a better understanding of quality expectations and improve the likelihood of achieving them.

### 1.7. Research Model

Designed by researcher



## **1.8. Scope of the Study**

Qatar is experiencing a dynamic transformation in the Technology sector, placing itself as a leader in innovation and digitalization. It's actively working towards developing and promoting technology in various sectors as part of Qatar National Vision 2030 (Qatar Development Bank QDB). Technology plays a key role in Qatar's new economic ambitions. The country is increasingly seeking to develop a knowledge-based economy, with new technologies at its core. It has set specific targets when it comes to training Qatari nationals and equipping its workforce to prepare for both the challenges and opportunities of the future. Similar to many fast-growing economies across the world, a complete comprehensive digital transformation will be primary to Qatar's future development (World Finance website).

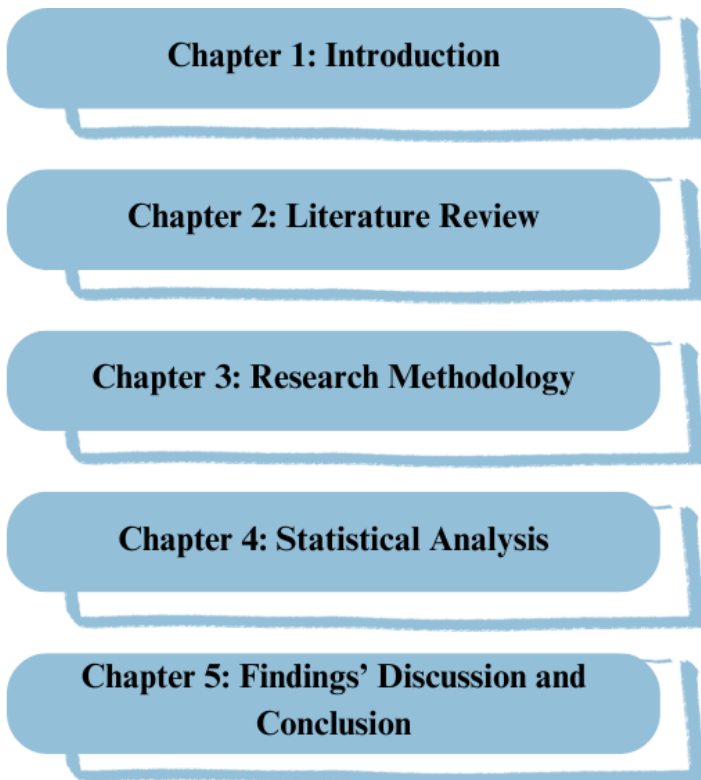
Qatar's technology transformation is well ongoing, and businesses need to make sure that they don't get left behind as the nation chases a digitally driven future. By embracing a number of emerging technologies such as Artificial Intelligence, data analytics and robotics, companies can enjoy enhanced efficiency and productivity, which leads to reducing costs and improving communication services, among other benefits (World Finance website).

A few examples for some of the technology companies and firms: Vodafone Qatar, Ooredoo Qatar, MEEZA, Qatar National Bank, Mannai Corporation.

With the growing number of projects within the technology sector in Qatar, the researcher is hoping to highlight the importance of using integration management to improve the quality of projects, by applying the right methods and steps with this research.

## 1.9. The Project Structure

The research will be conducted in distinct phases, encompassing literature review, data collection, data analysis, and interpretation of findings. The projects overall structure is like the following:



Designed by researcher

## **2.Chapter 2: Literature Review**

### **2.1. Introduction**

This literature review aims to build upon existing knowledge by exploring the intricate relationship between integration management and the projects quality. By critically analyzing

research findings and identifying gaps in the present understanding, this review seeks to contribute to a more comprehensive understanding of how integration management practices can be optimized to ensure consistent delivery of high-quality projects.

Project success hinges on achieving not only objectives within the budget and time constraints, but also on delivering high-quality outcomes. Integration management, the practice of coordinating the various project activities and ensuring their seamless interaction, plays a critical role in this pursuit (Project Management Institute, 2021). This literature review delves into the existing body of research to explore the impact of integration management practices on projects quality.

Several studies highlight a positive correlation between effective integration management and improved project quality. Demriksen and ozorhon (2017) found a statistically significant link between strong integration management practices and fewer defects, rework, and delays related to quality issues in construction projects. Similarly, Khan and Ahmed (2017) demonstrated that effective integration management practices positively influence software project performance, a key indicator of quality. These findings suggest that integration management acts as a catalyst for achieving high-quality project outcomes across various industries.

However, the relationship between integration management and project quality might not be straightforward. A growing body of research suggests the presence of moderating factors. Love and Li (2000) emphasize the importance of process integration in construction supply chains for quality improvement. Zou et al. (2007) further points this by highlighting the need for an integrated framework specifically tailored to the Chinese construction project management context. These studies point out that the effectiveness of integration management for quality improvement can be influenced by the projects characteristics and industry-specific factors.

Furthermore, scholars like Garvin (1987) propose frameworks outlining the various dimensions of quality (e.g., performance, conformance). While some studies, like Khan and Ahmed (2017), focus on overall project performance as a quality indicator, others might delve deeper into specific quality dimensions. Understanding the impact of integration management on different

aspects of quality requires further investigation.

## **2.2. The independent variable**

### **2.2.1. Integration Management:**

Integration management, as defined by the Project management institute (PMI) in the Guide to the Project Management Body of Knowledge (PMBOK Guide) – Seventh Edition (2021), is “the process of coordinating all the project processes and ensuring their integrated functioning” (p. 140). It acts as the glue that binds various project management processes together, ensuring seamless information flow, aligned efforts, and minimized risk of conflicts or inconsistencies. This literature review explores the key practices encompassed within integration management and their potential impact on the projects outcomes.

### **2.2.2. Core Practices of Integration Management:**

Several core practices add up to effective integration management. These include:

- **Project management plan development:** This involves creating a comprehensive document that outlines the projects scope, schedule, budget, resources, communication plan, risk management plan, and other critical elements (Project Management Institute, 2021). It serves as a central reference point and ensures integration across all the project activities.
- **Integrated change control:** Managing changes effectively is crucial for maintaining project integrity. Integration management facilitates a systematic review process for proposed changes, analyzing their impact on various project aspects and ensuring

necessary adjustments are made across the board (Morris & Pinto, 2020).

- **Stakeholder Management:** Effective stakeholder engagement throughout the project lifecycle is paramount. Integration management practices ensure that all stakeholders are identified, their needs and expectations are understood, and communication channels are established to keep them informed and involved (Freeman, 2010).
- **Issue Management:** Issues or potential problems can arise throughout a project. Integration management facilitates a structured approach to identifying, analyzing, resolving, and preventing issues. This ensures timely action and minimizes negative impacts on project goals (Cleland, 2017).

### 2.2.3. Impact on Project outcomes:

Research suggests that effective integration management can significantly impact project outcomes in various ways:

- **Improved Project Quality:** Studies by Demriksen and ozorhon (2017) and Khan and Ahmed (2017) demonstrate a positive correlation between strong integration practices and fewer defects, rework, and delays related to quality issues. This is attributed to enhanced collaboration, proactive risk management, and better communication.
- **Enhanced Project Performance:** Integration management can lead to improved project performance indicators like timeliness, budget adherence, and scope completion. By ensuring alignment across project processes, it avoids delays caused by inconsistencies and facilitates resource optimization (Morris & Pinto, 2020).
- **Increased Project Success Rates:** effective integration management practices can contribute to a higher probability of achieving project objectives. A study by Baccarini (1999) found a strong correlation between integration management maturity and project success, highlighting its significance.

### 2.2.4. Challenges and Considerations:

Despite the benefits of it, implementing effective integration management presents and displays certain challenges.

- **Complexity of Projects:** The complexity of a project can significantly influence the integration management approach. Projects with numerous stakeholders, intricate dependencies, or high levels of uncertainty might require more sophisticated integration techniques (Zou et al., 2007).
- **Organizational Culture:** Organizational culture plays an extremely important role. Integration management thrives in environments that encourage collaboration, information sharing, and a focus on projects success over individual goals (Zwek et al., 2018).
- **Technological Support:** Technology can significantly enhance integration management by facilitating information flow and collaboration. Utilizing project management software, communication platforms, and data analytics tools can streamline integration efforts (PMI, 2021).

## 2.3. The dependent variable

### 2.3. Project Quality:

Project quality is a multifaceted concept that encompasses various aspects of how well a project meets its intended objectives. It goes beyond simply delivering on time and within the budget. This literature review explores the different dimensions of project quality and highlights research on factors influencing project quality outcomes.

#### 2.3.1. Understanding Project Quality:

Garvin (1987) proposes eight key dimensions of quality applicable to various project contexts:

- **Performance:** The project's ability to meet its functional and operational requirements. This quality dimension focuses on features that can be easily measured. Brands can be compared and ranked based on these individual aspects of how well they perform. However, creating an overall ranking of performance can be trickier, especially when some features might not be important for every customer.
- **Conformance:** The degree to which the project adheres to specifications and standards. While defect rates and service calls are common ways to measure how well a product meets standards, they have limitations. These measures focus on issues requiring repair or service, but they miss other problems like misspellings on labels or poor construction quality that might not necessitate a service call.
- **Features:** The presence of desired functionalities and features that enhance project value. Essential to a feature's value proposition is its foundation in objectively measurable attributes. While individual needs undoubtedly influence the perceived quality of a feature, it's the inherent, unbiased characteristics that ultimately determine its contribution to overall product quality.
- **Reliability:** The consistency and dependability of the project's deliverables. When assessing a product's reliability, three key metrics are commonly employed: mean time to first failure (MTTF), mean time between failures (MTBF), and failure rate. MTTF and MTBF provide average timeframes, indicating how long a product typically functions before its first failure and between subsequent failures, respectively. The failure rate complements these by expressing the frequency of failures per unit of time.
- **Durability:** The project's lifespan and ability to withstand wear and tear over time. Durability encompasses two key aspects of a project's lifespan. Firstly, it refers to the overall amount of use a project can withstand before it experiences significant deterioration in its functionality or performance. Secondly, it reflects the point at which continued maintenance or upgrades become less practical compared to starting a new project entirely.
- **Perceived Quality:** Project stakeholders often lack complete information about a project's long-term performance or sustainability. Therefore, they rely on indirect

measures to assess and compare project delivery teams. For instance, a project's durability, the ability to withstand future challenges and remain relevant, is rarely directly observable. Stakeholders must infer this quality by evaluating various tangible and intangible aspects of the project and the project team.

- **Serviceability:** The effort required to maintain, repair, or upgrade the projects deliverables. Beyond simply delivering a project, stakeholders are deeply invested in several factors that influence their ultimate evaluation of project success. This extends beyond completion and encompasses the ongoing functionality and performance of the project. Key areas of concern include **downtime**, the duration it takes to resolve disruptions or issues that hinder project effectiveness. Stakeholders also value **responsiveness**, the timeliness with which project teams address and schedule interventions to tackle these issues. The quality of communication and collaboration between stakeholders and the project team throughout the resolution process, characterized by **team interactions**, significantly impacts perceptions of project quality. Ultimately, the **resolution effectiveness**, the success rate of interventions in permanently addressing the identified problems, plays a crucial role. Furthermore, even in situations where initial interventions are unsuccessful, a project's **complaint handling** procedures, the efficiency and effectiveness of addressing stakeholder concerns raised through normal channels, can significantly influence their overall assessment. These factors, encompassing post-delivery support and responsiveness to issues, are fundamental in shaping stakeholders' perception of project quality and the ultimate success of the project itself.
- **Aesthetics:** The projects visual appeal and overall user experience. Aesthetics is a subjective dimension of project quality. The visual appeal, user experience, and overall sensory impression a project evokes are matters of personal taste and cultural context. Achieving universal satisfaction on this dimension can be challenging.

### 2.3.2. Factors affecting Project Quality:

Research suggests that several factors influence project quality outcomes.

Here are some key areas:

- **Project Management Practices:** Studies by Baccarini (1999) and Demirkesen and Ozorhon (2017) highlight the critical role of effective project management practices, particularly integration management, in achieving high-quality project outcomes. These practices ensure smooth collaboration, risk mitigation, and timely issue resolution, leading to better quality deliverables.
- **Project Team Capabilities:** A project team with the necessary skills, experience, and knowledge is essential for achieving quality. Inadequate expertise can lead to design flaws, implementation errors, and ultimately, a decline in project quality (Cleland, 2017).
- **Stakeholder Management:** Proactive stakeholder engagement throughout the project lifecycle is crucial. Ignoring stakeholder expectations and needs can lead to dissatisfaction and potentially rework, impacting quality (Freeman, 2010).
- **Communication and Information Sharing:** Open communication and information sharing are critical for ensuring everyone involved in the project has the latest updates and a clear understanding of quality expectations. Research by Zweck et al. (2018) emphasizes that a culture of transparency fosters quality improvement.

### 2.3.3. Measuring Project Quality:

Evaluating project quality is multifaceted, as mentioned above. Metrics used can be quantitative, focusing on aspects like defect rates or rework costs, or qualitative, addressing stakeholder satisfaction and user experience. Choosing appropriate metrics depends on the specific project and its quality objectives.

Projects success hinges on delivering not only on time and within budget, but also on achieving high-quality outcomes. Integration management, the practice of coordinating various project activities and ensuring their seamless interaction, plays a critical role in this pursuit. This section of the literature review delves into the existing body of research to explore the intricate relationship between integration management practices and project quality.

## 2.4. The relationship between the independent and the dependent variables

### 2.4.1. Positive Impact on Quality:

Numerous studies highlight a positive correlation between effective integration management and improved project quality. Here are some key findings:

- **Reduced Defects and Rework:** Demirkesen and Ozorhon (2017) found a statistically significant link between strong integration practices and fewer defects, rework, and delays related to quality issues in construction projects. This highlights the importance of coordination for minimizing errors and ensuring quality throughout the lifecycle.
- **Enhanced Performance:** Khan and Ahmed (2017) demonstrated that effective integration management practices positively influence software project performance, a key indicator of quality. This suggests that integrated planning, risk management, and communication lead to more efficient project execution and ultimately, higher quality deliverables.
- **Increased Stakeholder Satisfaction:** By fostering collaboration and information sharing, integration management facilitates proactive stakeholder engagement. Baccarini (1999) found a strong correlation between integration management maturity and project success, which often includes stakeholder satisfaction as a key metric.

### 2.4.2. Underlying Mechanisms:

Research suggests that various mechanisms underpin the positive impact of integration management on project quality:

- **Improved Communication and Collaboration:** Integration management practices facilitate clear communication channels and collaboration between project team members and stakeholders. This ensures everyone has access to the latest information and aligns their efforts towards achieving common quality goals (Zweck et al., 2018).
- **Proactive Risk Management:** Integrated risk management, a core practice of integration management, promotes early identification and mitigation of potential risks that could negatively impact quality. By proactively addressing risks, project teams can prevent rework and ensure deliverables meet quality expectations (Cleland, 2017).
- **Optimized Resource Allocation:** Integration management practices help ensure resources are allocated efficiently across project activities. This allows project teams to focus on quality-related tasks and avoid resource constraints that might compromise quality outcomes (Project Management Institute, 2021).

#### 2.4.3. Moderating Factors:

The effectiveness of integration management for quality improvement can be influenced by several factors:

- **Project Characteristics:** Love and Li (2000) emphasize the importance of process integration in construction supply chains for quality improvement. Zou et al. (2007) highlight the need for tailored integration management frameworks for specific industry contexts. Project complexity, dependencies, and uncertainty levels can necessitate adjustments in integration approaches to optimize their impact on quality.
- **Organizational Culture:** Organizational culture plays a crucial role. Integration management thrives in environments that promote collaboration, information sharing, and a focus on project success over individual goals (Freeman, 2010). A culture that emphasizes quality will be more receptive to the benefits of effective integration practices.
- **Technological Support:** Technology can significantly enhance integration management by facilitating information flow and collaboration. Utilizing project management software, communication platforms, and data analytics tools can streamline integration

efforts and support quality improvement initiatives (PMI, 2021).

#### **2.4.4. Research Gaps and Future Directions:**

While research highlights the positive influence of integration management on project quality, there are several gaps that remain:

- **Specific Quality Dimensions:** While some studies focus on overall performance as a quality indicator, future research could delve deeper into the impact of integration management on specific quality dimensions as outlined by Garvin (1987), such as usability or serviceability.
- **Industry-Specific Investigations:** Further research exploring the implementation and effectiveness of integration management in diverse industries can provide valuable insights into adapting practices to achieve optimal quality outcomes in specific contexts.
- **Longitudinal Studies:** Longitudinal studies that track the impact of integration management on quality throughout the project lifecycle can offer a more comprehensive understanding of its evolving influence.

## **2.5. Conclusion**

### **2.5.1. The Cornerstones of Project Success: Integration Management, Quality, and Technology**

Successful project delivery relies on a strong foundation built upon three pillars: effective integration management, a relentless pursuit of high-quality project outcomes, and the strategic

utilization of technology. Integration management practices, like project planning and risk management, foster collaboration, resource optimization, and proactive problem-solving – all vital for quality project execution. Research affirms this positive influence across industries. However, project complexity, organizational culture, and technological support can affect its effectiveness.

Project quality, much like integration management, demands a multi-faceted approach. A clear understanding of quality dimensions and influencing factors empowers project managers to implement strategies that enhance quality throughout the project lifecycle. Effective project management, skilled teams, proactive stakeholder engagement, and open communication are all crucial contributors.

This cohesive conclusion highlights the synergy between integration management and project quality. It emphasizes the importance of both aspects for successful project delivery and identifies areas for further research.

### **2.5.2. Technology as a Catalyst for Excellence in Qatar**

Qatar's technology sector, fuelled by government initiatives and a commitment to innovation, presents a powerful opportunity to enhance both integration management and project quality. Technologies like information and communication technologies (ICT), FinTech, and Artificial Intelligence (AI) can streamline communication, optimize resource allocation, and provide advanced tools for risk mitigation. By fostering a culture of continuous improvement and adaptation, Qatar can leverage its technological advancements to solidify its position as a regional leader in project delivery excellence.

### **2.5.3. The Road Ahead: Continuous Improvement and Research**

Further research exploring moderating factors, specific quality dimensions, and industry-specific applications can refine how integration management and technology are leveraged for continuous quality improvement across diverse project contexts. Additionally, addressing

challenges related to human capital development, nurturing start-ups, and cyber security will be crucial for sustained growth and solidifying Qatar's position as a regional technology hub.

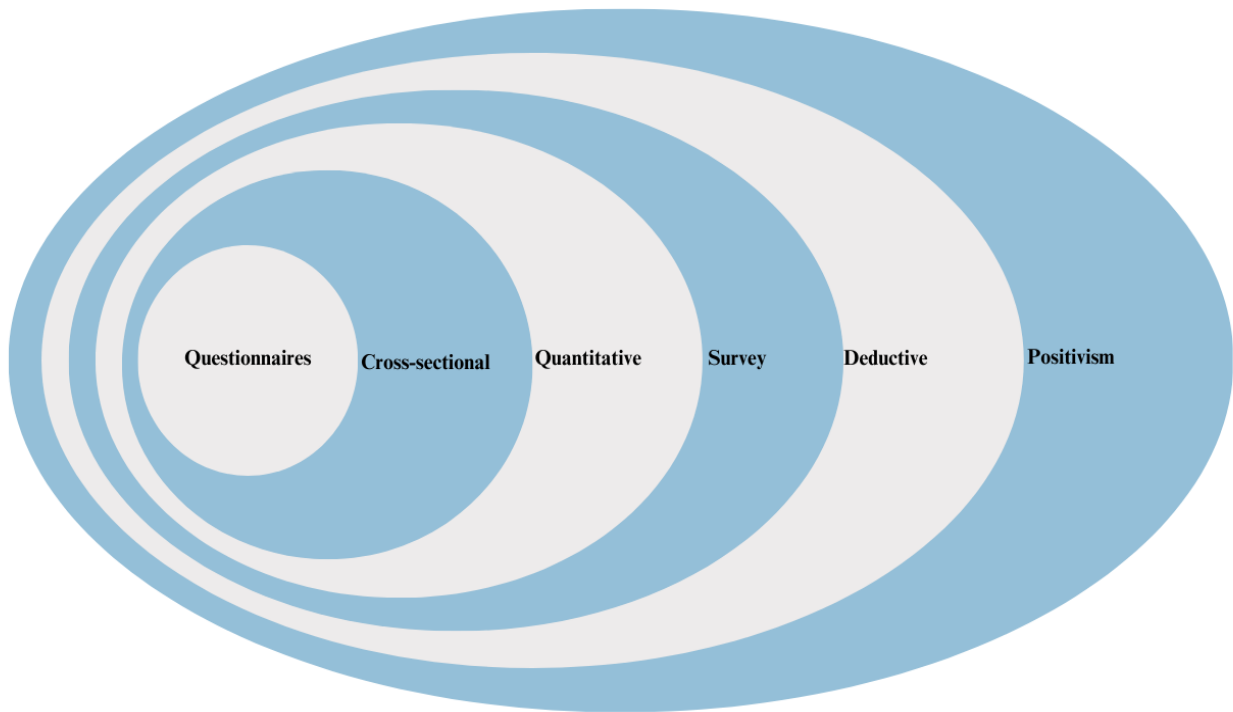
## 3. Chapter 3: Research Methodology

### 3.1. Introduction

This research aims to investigate the **impact of integration management practices** on **project quality** in the context of the **technology sector in Qatar** through a **survey-based research methodology** approach

### **3.2. Operational definitions for research variables**

### **3.3. Research design (research onion)**



**Designed by researcher**

### **3.4. Research population & Sampling methods and technique**

### **3.5. Data collection method**

### **3.6. Types of data**

### **3.7. Statistical analysis procedures**

### **3.8. Conclusion**

## **4. Chapter 4: Statistical Analysis & Findings discussion**

### **4.1. Introduction**

**4.2. Sample profile (descriptive statistics for research sample)**

**4.3. Validity & reliability tests for the questionnaires**

**4.4. Descriptive statistics for research variables (answer research questions)**

## **4.5. Testing Hypotheses & Findings Discussion**

## **4.6. Conclusion**

## **5. Chapter five: Research limitations, Recommendations & Conclusion**

### **5.1. Research Limitations & Future Research**

## **5.2. Research Recommendations**

## **5.3. Conclusion**

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## Appendix

Distinguished ladies and gentlemen,

And after,,,

I am (Hiba Othman Abdulghafour), a project management student at Midocean University. We are writing to you today to request your kind cooperation in conducting a very important questionnaire that is part of the requirements for obtaining a bachelor's degree in project management from Midocean University. Through this questionnaire, we seek to understand the relationship between project integration management and its impact on the projects quality studying the technology sector in Qatar, and we believe that your contribution will be of great value in achieving accurate and comprehensive results.

We understand that your time is valuable, so we appreciate your cooperation in filling out the survey as soon as possible.

We assure you that all information you provide will be completely confidential and used only for research purposes related to this survey.

Thank you very much for your time and cooperation.

With high respect and appreciation,

Researcher: Hiba Othman Abdulghafour

Supervision: Dr. Mona Mustafa Al-Ashry

السيدات و السادة الافاضل ،

السلام عليكم ورحمة الله وبركاته

وبعد ،،،

أنا (هبة عثمان عبدالغفور) ، طالبة إدارة مشاريع في جامعة ميدأوشن. نكتب إليكم اليوم بغرض طلب تعاونكم الكريم في عمل استبيان مهم للغاية وهو جزء من متطلبات الحصول على شهادة البكالوريوس في إدارة المشاريع من جامعة ميدأوشن. نسعى من خلال هذا الاستبيان إلى فهم العلاقة بين ادارة التكامل في المشاريع وأثرها على تحسين جودة المشروع، ونعتقد أن مساهمتكم ستكون ذات قيمة كبيرة في تحقيق نتائج دقيقة وشاملة.

نتفهم أن وقتكم ثمين، ولذلك نقدر لكم تعاونكم في ملء الاستبيان في أقرب وقت ممكن.

نؤكد لكم أن جميع المعلومات التي تقدمونها ستكون سرية تمامًا، وتستخدم فقط للأغراض البحثية المتعلقة بهذا الاستبيان.

شكرًا جزيلاً لكم على وقتكم وتعاونكم.

مع فائق الاحترام والتقدير ،

الباحث: هبة عثمان عبدالغفور

إشراف: د. منى مصطفى العشري

| Variable                       | Variable dimension                                                  | Number of statements | Source                                                                                                                                                                                                                          |
|--------------------------------|---------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Integration Management | 1.1 Project Planning and Initiation<br>1.1 تخطيط المشروع والبدء فيه | 2                    | Demirkesen, S., & Ozorhon, B. (2017). <i>Impact of integration management on construction project management performance. International Journal of Project Management</i> , 35(8), 1639–1654. doi:10.1016/j.ijproman.2017.09.00 |
|                                | 1.2 Project Execution and Monitoring<br>1.2 تنفيذ المشروع ومراقبته  | 2                    |                                                                                                                                                                                                                                 |
|                                | 1.3 Change Management<br>1.3 إدارة التغيير                          | 2                    |                                                                                                                                                                                                                                 |
|                                | 1.4 Project Closure                                                 | 2                    |                                                                                                                                                                                                                                 |

|                                   |   |  |
|-----------------------------------|---|--|
| 1.4 إغلاق المشروع                 |   |  |
| Success criteria<br>معايير النجاح | 6 |  |

## 1. Project Integration Management Practices

1. ممارسات إدارة تكامل المشروع

| 1.1 Project Planning and Initiation  | Extent it is realized by the company<br>مدى تحقيق ذلك من قبل الشركة                                                                                                                                                                          |         |          |         |              |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|---------|--------------|
|                                      | Very low 1                                                                                                                                                                                                                                   | Low 2   | Medium 3 | High 4  | Very high 5  |
|                                      | منخفض جداً 1                                                                                                                                                                                                                                 | منخفض 2 | متوسط 3  | مرتفع 4 | مرتفع جداً 5 |
| 1.1 تخطيط المشروع والبدء فيه         | <p>To what extent does your company formally define project scope, objectives, and deliverables during the planning stages of a project?</p> <p>إلى أي مدى تحدد شركتكم رسميًا نطاق المشروع وأهدافه وتسليماته خلال مراحل التخطيط للمشروع؟</p> |         |          |         |              |
|                                      | <p>How satisfied are you with the level of clarity and detail in your project management plans? ما مدى رضاك عن مستوى الوضوح والتفصيل في خطط إدارة مشروعك؟</p>                                                                                |         |          |         |              |
| 1.2 Project Execution and Monitoring |                                                                                                                                                                                                                                              |         |          |         |              |
| 1.2 تنفيذ                            |                                                                                                                                                                                                                                              |         |          |         |              |

| المشروع ومراقبته                                  | Very low 1   Low 2   Medium 3   High 4   Very high 5                                                                                                                                                                                                     |  |  |  |  |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
|                                                   | 1 منخفض جداً   2 منخفض   3 متوسط   4 مرتفع   5 مرتفع جداً                                                                                                                                                                                                |  |  |  |  |
|                                                   | How effectively does your company manage communication and collaboration across different project phases? (e.g., planning, execution, monitoring) ما مدى فعالية إدارة شركتك للاتصال والتعاون عبر مراحل المشروع المختلفة (مثل التخطيط والتنفيذ والمراقبة) |  |  |  |  |
|                                                   | How frequently are project performance metrics (schedule, budget, quality) monitored and reviewed? ما مدى تكرار مراقبة ومراجعة مقاييس أداء المشروع (الجدول الزمني والميزانية والجودة).                                                                   |  |  |  |  |
| <b>1.3 Change Management</b><br>1.3 إدارة التغيير | Very low 1   Low 2   Medium 3   High 4   Very high 5<br>1 منخفض جداً   2 منخفض   3 متوسط   4 مرتفع   5 مرتفع جداً                                                                                                                                        |  |  |  |  |
|                                                   | How well-defined is your company's process for managing changes to project scope or requirements? ما مدى دقة عملية شركتك لإدارة التغييرات في نطاق المشروع أو متطلباته؟                                                                                   |  |  |  |  |
|                                                   | How effectively are changes to project scope or requirements evaluated and integrated into the existing project plan? ما مدى فعالية تقييم التغييرات في نطاق المشروع أو متطلباته ودمجها في خطة المشروع الحالية؟                                           |  |  |  |  |
| <b>1.4 Project Closure</b><br>1.4 إغلاق المشروع   | Very low 1   Low 2   Medium 3   High 4   Very high 5<br>1 منخفض جداً   2 منخفض   3 متوسط   4 مرتفع   5 مرتفع جداً                                                                                                                                        |  |  |  |  |

|                                                                                                                                                                                           |  |  |  |  |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| Does your company have a formal process for project closure, including documenting lessons learned? هل لدى شركتك عملية رسمية لإغلاق المشروع، بما في ذلك توثيق الدروس المستفادة؟           |  |  |  |  |  |
| How effectively are project outcomes and lessons learned documented and shared for future projects? ما مدى فعالية توثيق نتائج المشروع والدروس المستفادة ومشاركتها في المشاريع المستقبلية؟ |  |  |  |  |  |

| Success criteria<br>معايير النجاح                            | Extent it is realized by the company                                        |         |          |         |              |
|--------------------------------------------------------------|-----------------------------------------------------------------------------|---------|----------|---------|--------------|
|                                                              | Very low 1                                                                  | Low 2   | Medium 3 | High 4  | Very high 5  |
|                                                              | منخفض جداً 1                                                                | منخفض 2 | متوسط 3  | مرتفع 4 | مرتفع جداً 5 |
| <b>Project integration management</b><br>إدارة تكامل المشروع | Timely development of project charter. تطوير ميثاق المشروع في الوقت المناسب |         |          |         |              |
|                                                              | Effectiveness of knowledge integration. فعالية التكامل المعرفي.             |         |          |         |              |
|                                                              | Efficiency of process integration. كفاءة تكامل العمليات.                    |         |          |         |              |
|                                                              | Effectiveness of staff integration. فعالية تكامل الموظفين.                  |         |          |         |              |
|                                                              | Effectiveness of supply chain integration. فعالية تكامل سلسلة التوريد.      |         |          |         |              |
|                                                              | Effectiveness of incorporation of changes. فعالية دمج التغييرات.            |         |          |         |              |

## 2. Project Quality

2. جودة المشروع

### 2.1 Defining Project Quality

2.1 تحديد جودة المشروع

|                                                                                                                                                 |                                       | Level of importance<br>مستوى الأهمية |                  |                     |                   |                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------|------------------|---------------------|-------------------|-----------------------------|
|                                                                                                                                                 |                                       | Very low 1<br>منخفض جداً 1           | Low 2<br>منخفض 2 | Medium 3<br>متوسط 3 | High 4<br>مرتفع 4 | Very high 5<br>مرتفع جداً 5 |
| How well-defined are the quality standards and expectations for a successful project in your organization? ما مدى تحديد معايير الجودة والتوقعات | 2.2 ممارسات إدارة الجودة              |                                      |                  |                     |                   |                             |
| 2.3 Project Integration Management and Project Quality                                                                                          | 2.3 إدارة تكامل المشروع وجودة المشروع | 2                                    |                  |                     |                   |                             |
| Factors affecting the quality in projects                                                                                                       |                                       | 14                                   |                  |                     |                   |                             |

|                                                                                                      |                                                                                                                                                                                                                                   |  |  |  |  |  |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
|                                                                                                      | لمشروع ناجح في مؤسستك؟                                                                                                                                                                                                            |  |  |  |  |  |
|                                                                                                      | How satisfied are you with the level of stakeholder involvement in defining quality expectations for projects? ما مدى رضاك عن مستوى مشاركة أصحاب المصلحة في تحديد توقعات الجودة للمشاريع؟                                         |  |  |  |  |  |
| <b>2.2 Quality Management Practices</b><br>2.2 ممارسات إدارة الجودة                                  | <p>Very low    Low 2    Medium 3    High 4    Very high 5</p> <p>منخفض جداً 1    منخفض 2    متوسط 3    مرتفع 4    مرتفع جداً 5</p>                                                                                                |  |  |  |  |  |
|                                                                                                      | How frequently are quality control activities conducted throughout the project lifecycle? (e.g., inspections, testing) ما مدى تكرار تنفيذ أنشطة مراقبة الجودة طوال دورة حياة المشروع؟ (على سبيل المثال، عمليات التفتيش والاختبار) |  |  |  |  |  |
|                                                                                                      | To what extent are preventive actions taken to identify and address potential quality issues before they occur? إلى أي مدى يتم اتخاذ الإجراءات الوقائية لتحديد ومعالجة مشكلات الجودة المحتملة قبل حدوثها؟                         |  |  |  |  |  |
| <b>3. Project Integration Management and Project Quality</b><br>3. إدارة تكامل المشروع وجودة المشروع | <p>Very low    Low 2    Medium 3    High 4    Very high 5</p> <p>منخفض جداً 1    منخفض 2    متوسط 3    مرتفع 4    مرتفع جداً 5</p>                                                                                                |  |  |  |  |  |
|                                                                                                      | In your experience, how does effective project integration management (as described in                                                                                                                                            |  |  |  |  |  |

|                                                                                                                                                                                                                                                                                                              |  |  |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| Sections 1 & 2) contribute to achieving high-quality project outcomes? من خلال تجربتك، كيف تساهم الإدارة الفعالة لتكامل المشروع (كما هو موضح في القسمين 1 و 2) في تحقيق نتائج عالية الجودة للمشروع؟                                                                                                          |  |  |  |  |  |
| (Optional) Please elaborate on any specific examples you have of how project integration management practices have positively impacted project quality in your organization.<br>(اختياري) يرجى توضيح أي أمثلة محددة لديك حول كيفية تأثير ممارسات إدارة تكامل المشروع بشكل إيجابي على جودة المشروع في مؤسستك. |  |  |  |  |  |

| Factors affecting the quality in projects                                                                                                        | Level of importance<br>مستوى الأهمية |         |          |         |              |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------|----------|---------|--------------|
|                                                                                                                                                  | Very low 1                           | Low 2   | Medium 3 | High 4  | Very high 5  |
|                                                                                                                                                  | منخفض جدًا 1                         | منخفض 2 | متوسط 3  | مرتفع 4 | مرتفع جدًا 5 |
| Level of cooperation of quality professionals (within the firm)<br>العوامل المؤثرة على الجودة في المشاريع                                        |                                      |         |          |         |              |
| Extent of teamwork of parties participating in the quality of the projects.<br>مدى العمل الجماعي بين الجهات المشاركة في جودة المشاريع.           |                                      |         |          |         |              |
| Level of management leadership in promoting quality.<br>مستوى القيادة الإدارية في تعزيز الجودة.                                                  |                                      |         |          |         |              |
| Level of management commitment to continuous quality improvement.<br>مستوى التزام الإدارة بالتحسين المستمر للجودة.                               |                                      |         |          |         |              |
| Use of statistical methods (control chart, histograms, check sheets, graphs, etc, used to get information about errors, variations, rework, etc) |                                      |         |          |         |              |

|                                                                                                                                                                                                                                                                       |  |  |  |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| استخدام الأساليب الإحصائية (مخطط التحكم، الرسوم البيانية، أوراق الفحص، الرسوم البيانية، وما إلى ذلك، المستخدمة للحصول على معلومات حول الأخطاء، والتغيرات، وإعادة العمل، وما إلى ذلك)                                                                                  |  |  |  |  |  |
| Existence of feedback system (information system used to transfer data from previous projects in order to prevent similar errors)<br>وجود نظام المراجعة (نظام معلومات المستخدم لنقل البيانات من المشاريع السابقة لإصلاح أخطاء الأخطاء)                                |  |  |  |  |  |
| Educational background of the quality experts (degrees received, areas of specialization, and institutions degrees received from)<br>الخلفية التعليمية لخبراء الجودة (الدرجات العلمية التي حصلوا عليها، مجالات التخصص، والدرجات العلمية التي حصلوا عليها من المؤسسات) |  |  |  |  |  |
| Extent of their training (in-house training courses, apprenticeship programs, continuing education courses, seminars, etc)<br>مدى تدريبهم (الدورات التدريبية الداخلية، وبرامج التدريب المهني، ودورات التعليم المستمر، والندوات، وما إلى ذلك)                          |  |  |  |  |  |
| Selection of appropriate quality firm (experience, skills, capabilities, workload, expertise, financial stability, etc)<br>اختيار شركة الجودة المناسبة (الخبرة والمهارات والقدرات وعبء العمل والخبرة والاستقرار المالي، وما إلى ذلك)                                  |  |  |  |  |  |
| Characteristics of office practices (physical environment, organizational stricter,                                                                                                                                                                                   |  |  |  |  |  |

|                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| personnel policy , ethical environment, etc)<br>خصائص الممارسات المكتبية (البيئة المادية، التنظيم التنظيمي، سياسة شؤون الموظفين، البيئة الأخلاقية، و ما إلى ذلك)                                                                                                  |  |  |  |  |  |  |
| Briefing of owner (establishing project objectives regarding cost, time, quality and resources)<br>إحاطة المالك (تحديد أهداف المشروع فيما يتعلق بالتكلفة والوقت والجودة والموارد)                                                                                 |  |  |  |  |  |  |
| Appropriateness of project specifications (specifications are documents that provide technical information on materials, performance and quality requirements)<br>ملاءمة مواصفات المشروع (المواصفات هي وثائق توفر معلومات فنية عن المواد ومتطلبات الأداء والجودة) |  |  |  |  |  |  |
| Quality of codes and standards (federal, state and local codes, generally accepted standards)<br>جودة القواعد والمعايير (القوانين الفيدرالية والولائية والمحلية، والمعايير المقبولة عمومًا)                                                                       |  |  |  |  |  |  |
| Personalities of participants<br>شخصيات المشاركين                                                                                                                                                                                                                 |  |  |  |  |  |  |

| Personal information |              |          |          |          |               |              |          |          |          |               |
|----------------------|--------------|----------|----------|----------|---------------|--------------|----------|----------|----------|---------------|
| Gender               | Male         |          |          |          |               | female       |          |          |          |               |
| Age                  | Less than 20 | 20 to 30 | 30 to 40 | 40 to 50 | Older than 50 | Less than 20 | 20 to 30 | 30 to 40 | 40 to 50 | Older than 50 |
| Experience           | less         | 3 to 5   | 5 to 10  | 10 to 15 | More          | less than 3  | 3 to 5   | 5 to 10  | 10 to 15 | More          |

| level                                                                                 | than 2 years      | years        | 10 years      | 15 years       | than 15 years      | 2 years           | years        | 10 years      | 15 years       | than 15 years      |
|---------------------------------------------------------------------------------------|-------------------|--------------|---------------|----------------|--------------------|-------------------|--------------|---------------|----------------|--------------------|
| <b>Number of years that the company has been operating in the technology industry</b> | less than 2 years | 3 to 5 years | 5 to 10 years | 10 to 15 years | More than 15 years | less than 2 years | 3 to 5 years | 5 to 10 years | 10 to 15 years | More than 15 years |

Survey link:

[https://docs.google.com/forms/d/e/1FAIpQLSekM5xgtN2QBVlh3gw\\_VxdZFPEpvesf0e4X6rhwY3BRDtKf7Q/viewform?usp=pp\\_url](https://docs.google.com/forms/d/e/1FAIpQLSekM5xgtN2QBVlh3gw_VxdZFPEpvesf0e4X6rhwY3BRDtKf7Q/viewform?usp=pp_url)