Impact of Communication Management on the Delivery of Construction Projects in Abuja, Nigeria

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Abstract
Studies have attributed project failure to poor communication management. This research assessed the impact of communication management on the delivery of construction projects in Abuja, with a view to proposing strategies for improving communication management. The quantitative research method was adopted for the study. Data collection was done through questionnaire survey. Analysis of data was carried out using Mean Item Score (MIS) and Relation Importance Index (RII). Results of the study revealed that the most important causes of poor communication management on construction projects range from Poor feedback (RII = 0.89) to Lack of training (RII = 0.82). The influence of communication management on the cost (MIS = 3.80-4.55), time (MIS = 3.83-4.50) and quality (MIS = 3.53-4.25) delivery of construction projects is significant. Based on these findings, it was concluded that the impact of communication management on the delivery of construction projects in Abuja is significant. It was recommended that project managers should avoid the major causes of poor communication management which range from “Ineffective communication channel used” to “Lack of training” in order to minimise potential dispute, misunderstanding and project failures as a result of poor management of communication on project sites.

Keywords: Communication, Communication Management, Construction Projects, Cost, Quality, Time.

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