

UNIVERSITI TEKNOLOGI MARA

INVESTIGATION OF SUCCESS AND FAILURE
FACTORS FOR IT PROJECT MANAGEMENT IN
MALAYSIA GOVERNMENT PUBLIC SECTOR

NOOR YAHYA BIN SULAIMAN

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ABSTRACT

In recent years, IT projects prove to have the significant impact which improve the business process and interact with the public. There are a lot of IT projects which have been developed and implement currently in organization not only in government but the private sector also have racing against each other to become more competitive organization in order to provide better services and achieve competitive advantages. The purpose of this study is to investigate success and failure factors relate to people who involve in the IT project implementation in government public sector especially in area of project manager performance, project team member capability, top management support and user/clients involvement. Besides, all IT officers' opinion, valuable past experience, issue and constructive idea also has been explored. This research used both qualitative and quantitative method to obtain the data. In order to conduct the research, nine interviews were conducted from IT officers who involve in IT project management. The research also distribute hardcopy questionnaire manually and through online paid survey website "Survey Monkey". The findings showed that many factors related to the people and issue had been identified, and finally all the significant factors have been successfully ranked and listed. The analyse data explain the problem arise in IT project management process which may be improve in future. Finding of the research show that all IT officers and staffs realize about the success and failure factors highlighted therefore a significant action need to be taken by top management to improve the IT project implementation, and project manager appoint must be fully aware of the factors. As a conclusion, IT project have been an effective and efficient tool for government to improve their business process and also provide better service to public.

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