



AN EXAMINATION OF PROJECT SCOPE CHANGE MANAGEMENT IN DOTT SERVICES UGANDA LIMITED

ABSTRACT

This study aimed at examining the factors affecting project scope change management. The research problem was that despite the importance of project scope change management in construction projects, Dott Services projects are never completed within the estimated time, cost, quality and scope thus failing to deliver all projects within the required schedule.

Specifically, the study objectives were to examine the techniques used in Scope Change Management in Dott service Limited, to find out the potential causes of variations in Dott service projects, and to establish the strategies to effectively manage scope change variations in Dott Service Limited

The study uses primary data source collected from a total population of 96 individuals who are staff of Dott Services Limited and uses SPSS to analyze and interpret the results. The results in this study indicate that Dott Services Limited operates in a dynamic and challenging industry which is project-based and requires several efficient techniques to be deployed in order to arrive at its strategic goals. Dynamism of the industry means that project scope change is a reality and indeed this company has faced the need for major changes in its big projects. Hence the company has in place techniques to manage project scope change. These techniques are not necessarily adequate however as seen in the above findings and discussions. Failure by the company to properly manage project scope change is tantamount to project failure at any degree because however inevitable changes

may be, the company must be in position to accommodate them without failing the project.

Dott Services Limited faces several challenges such as financial constraints which affect the project scope changes, in addition to having insufficiently skilled staff and lack of involvement of all stakeholders which would have eliminated many potential problems prior to commencement of projects. Addressing these and other project change management challenges can eliminate or mitigate the causes of variation in the company projects. Findings show that whereas Dott Services Limited recognizes the various techniques, challenges and strategies to effectively manage project scope change variations, there is nothing done to enforce these. The study therefore recommended better training of staff, better recruitment and for the company to involve key stakeholders especially beneficiaries more.