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Understanding the impact of implementation of project scheduling software's (MS Project, and MS Project Server) in project success

ABSTRACT

In the current business environment, companies around the world are conducting their business operations through project implementation. Moreover, project management as a profession is developed by bodies of knowledge and companies are investing in capacity building and in improvement of their internal procedures. Nowadays, different standards are used in a field of project management. However, despite the investment in the field of project management and hundreds of hours of delivered training to project managers, around 60% of the initiated projects in the world are failing and project scheduling is among identified reasons for project failure. Companies that are implementing projects, are using different project management logical frameworks like PMP, PRINCE2 or ITIL (Ghosh, Forrest, DiNetta, Wolfe, and Lambert, 2012), however, none of those logical frameworks and guidelines are not providing any suggestion regarding the use of software for project scheduling. However, the field of project management is influenced by technological innovations and different project scheduling software is used by project managers. Among the most preferred software for project schedule is MS Project, and this software is consistent with project management philosophy and it is continuously updated. Purpose of the research was to identify is there any correlation between project success and the implementation of project scheduling software and to answer the question why project managers hesitate to use project scheduling software? For the proposed research, qualitative research methodology was used since this approach provides an explanation for behavior and attitudes. (Creswell, 2001). Research was conducted in two state owned institutions in Republik of Kosovo, in PTK (Post and Telecom of Kosovo) and in TAK (Tax Administration of Kosovo). In total 25 interviews were conducted with project managers and conclusion is that MS Project can have positive impact on project success; however, project managers initially need to get trained for proper use of MS Project