

## Abstract

Nowadays, construction industry is facing challenges and encounters serious problems related to projects. Stakeholders are considered to be one of the key drivers for any construction project and play a vibrant role through sustainable stakeholder engagement approaches. This research aims to assess stakeholder engagement and to determine success/failure factors in Keenjhar Lake Water Project. Moreover, this study performs an empirical investigation regarding project and through conducting interviews and survey. Research plan comprised of four stages: Literature review and questionnaire design, survey data and collection, data analysis and interpretations and conclusions & recommendations. Both quantitative and qualitative research approaches were used. For quantitative approach, total 130 questionnaires were distributed and only 114 questionnaires were received back fully filled. Data was analyzed using SPSS to establish findings. Further, for qualitative approach, a series of semi structured interviews were carried out with 10 key persons of project organizations. Data was then analyzed through content manifest analysis and investigate findings. This study has identified several project stakeholders having different roles and responsibilities. According to the results of the questionnaire, 'interviews' is ranked first, followed by 'workshops & seminars', 'negotiations', 'meetings', and 'social contacts. Interview and workshops are considered the most common approaches for engaging stakeholders in a construction project. Moreover, interview findings reveal that majority of stakeholders regarded project successful despite project's imminent constraints that became major setbacks in the later stage of the project. Nevertheless, perception of stakeholders based on interview suggests that project was not a failed scheme but it was delayed due to different reasons such as natural floods, addition in scope of works and financial restraints. In conclusion, stakeholder engagement approaches are keystones that help in managing stakeholders and understanding of stakeholder's concern besides, it provide a supportive mechanism in building relationships among stakeholders in construction projects. Furthermore, different levels of implementation will ensure that construction sector can derive the maximum benefit from stakeholder engagement, decision-making

process and if supportive actions are taken into consideration. It will develop understanding among stakeholders that help project managers in formulating of strategies that bring productive results for project success.

## 1.1 BACKGROUND

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