

ANDREJ MIKLOSIK

University of Economics in Bratislava, Slovakia

IMPROVING PROJECT MANAGEMENT PERFORMANCE THROUGH CAPABILITY MATURITY MEASUREMENT

Abstract:

Nowadays, more and more organisations change their organisational culture towards project orientation. There is a big challenge for each organisation to continually improve its project management processes to increase quality of outputs and satisfaction of customers. Measuring project management implementation maturity can assist in this effort by providing a valuable framework for performance improvement. In this article, we aim to provide results of the research performed in the ICT sector in Slovakia using a standardised methodology. Results of the research show that typically, ICT companies in Slovakia have a standardised project management methodology in place and try to improve their project management processes. However, there is quite a big space for improving their attitude towards continual improvement. In the article, factors of insufficient performance in several areas are being analysed and solutions are being proposed to minimise their impact on project and company outputs. Finally, a framework enabling continual improvement of project management performance through capability maturity measurement is introduced.

Keywords:

Capability maturity, ICT sector, Project, Project management, Project management methodologies

JEL Classification: J24, M12, O31