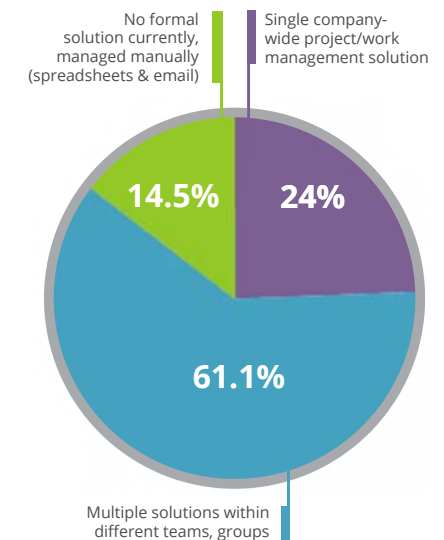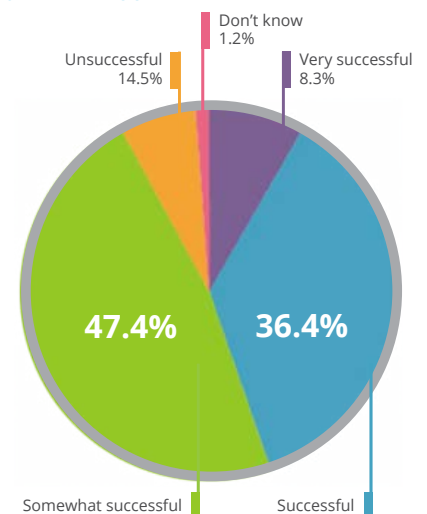# Project Management Survey Results

Clarizen recently conducted its bi-quarterly research survey on project management trends, practices and processes. The following data was collected from 3,400 project management professionals via a short, industry-focused survey.

1 Project Management Approach

Participants were asked about the project management approach within their organizations. Well over half of the respondents indicated that they are using multiple solutions within different teams and groups.

These results are in step with current industry trends, where companies often have some process in place but do not own a single, company-wide work management solution. Depending on the size and complexity of the company, this can lead to performance issues and the inability to respond quickly to marketplace or customer demands. PMI studies indicate that poor agility is a key factor why only 56% of strategic enterprise initiatives meet their original goals and business intent.

1. How are projects currently managed within your organization?

- No formal solution currently, managed manually (spreadsheets & email)
- Single company-wide project/work management solution
- 14.5%
- 24%
- 61.1%
- Multiple solutions within different teams, groups

2 Work Management Report Card

When asked how they would rate their project management system nearly half of the respondents indicated that their current solution was "somewhat successful."

We often hear this mixed response from new customers who describe their former project management software. It may have worked, say for managing basic tasks, but it missed the mark in other areas. For example, it was difficult to customize without a heady professional services engagement. Another common problem we hear of is project reporting and executive visibility are lacking, leading to projects disconnecting with business goals.

2. How would you rate your organizations' project management system or approach

- Don't know 1.2%
- Unsuccessful 14.5%
- Very successful 8.3%
- 47.4%
- 36.4%
- Somewhat successful
- Successful

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3 Roadblocks Ahoy

More than half of the survey participants singled out communication as a main roadblock to project success. Industry research also validates this result. Communication and collaboration issues often put projects off track. Status meetings and email are ill-equipped to keep track of complex projects with many moving parts.

https://www.pmi.org/~/media/PDF/PMNetwork/requirements_management.ashx

4 Failure is Not an Option—it's a Reality

When asked what people-related issues contribute to workplace failure the response was in step with the former question on project roadblocks, with the majority of participants flagging communication as a key problem.

Lack of alignment was the second biggest, issue. Research studies indicate that alignment is both a communication and collaboration issue. (Deming WE. Out of crisis. Cambridge, MA: MIT Center for Advanced Engineering Study) Where there is not a single source of truth, teams can operate in siloes, unaware of duplicate or even contradictory efforts of co-workers, leading to inefficiency and outright workplace failure.
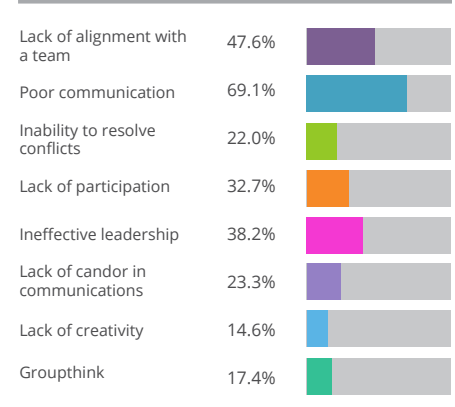
5 Automate, Streamline and Repeat

Respondents were asked how important are automated workflows for a modern project management solution. Nearly 80 percent indicated it was either important or very important to them. With the constant pressure to "do more with less" project management teams find that the ability to trigger actions and create automated, repeatable processes increases their productivity. They spend less time with administrative tasks and more time doing their actual job. It also leads to reduced errors and makes it easier for management to standardize success metrics and track KPIs.
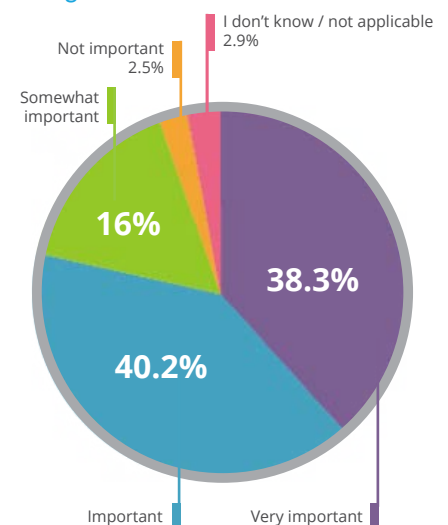
3. What challenges present the largest roadblocks to project success in your organization? (Select all that apply)

Complexity	47.7%
Communication	62.3%
Project visibility	42.7%
Organizational change	35.7%
Other	2.0%
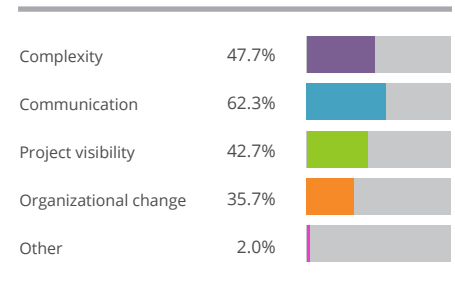
4. When projects don't succeed, what people-related issues contribute to workplace failure? (Select all that apply)

Lack of alignment with a team	47.6%
Poor communication	69.1%
Inability to resolve conflicts	22.0%
Lack of participation	32.7%
Ineffective leadership	38.2%
Lack of candor in communications	23.3%
Lack of creativity	14.6%
Groupthink	17.4%

5. How important are automated workflows for a modern project management solution?

I don't know / not applicable 2.9%
Not important 2.5%
Somewhat important
Very important 38.3%
Important 40.2%
16%

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6 We are the Work World

When asked to estimate the percentage of projects that span more than one country, 35 percent of respondents indicated that at least half of their projects have global stakeholders. Work and projects can be challenging to complete with widespread project ownership where there is limited in-person meetings and less frequent one-to-one discussions. For larger organizations, similar issues can crop up—although the geographic distances may be smaller, problems can result from different locations, skewed working hours and conflicting cultures within departments.

http://www.academia.edu/2815617/Global_Project_Management_Framework_A_Cartesian_Concept_Model

6. Estimate the % of your organization's projects that have stakeholders located in more than one country

- 0-24%
- 75-100%
- 17.7%
- 18.4%
- 47.1%
- 16.8%
- 25-49%
- 50-74%
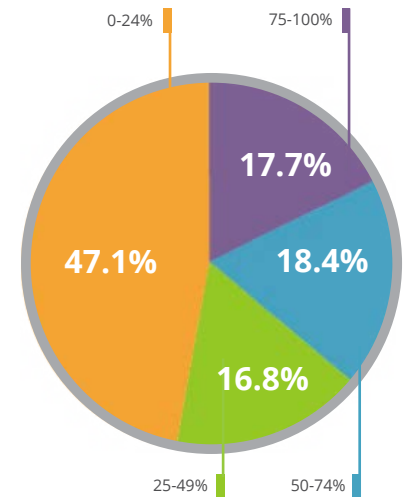
7 Collaboration without Boarders

Respondents were asked to estimate the percentage of projects that have stakeholders or contributors outside of their company. Nearly 40 percent indicated that 50 percent or more projects have external stakeholders.

Collaborating with external vendors may present several challenges: granting them the right access to timely information, defining work processes and establishing and enforcing agreed upon milestones or SLAs. Many organizations struggle with getting the most out of vendors as a result. Analysts reveal that the key to meeting objectives in a multi-sourced work environment is to establish a process to centralize information and information resources.

7. Estimate the % of your organization's projects that have stakeholders or contributors outside your company

- 0-24%
- 75-100%
- 30%
- 27.2%
- 21.4%
- 21.3%
- 25-49%
- 50-74%

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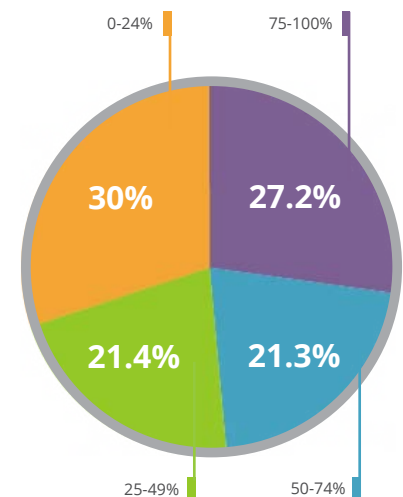
8 Another 3 Alarm Fire Drill

Participants were asked to estimate the percentage of non-planned or ad hoc activities their team conducts verses planned activities. More than 60 percent indicated that unplanned activities make up a quarter or more of their total projects. Studies reveal that managing and incorporating unplanned events into a current mix of defined and ongoing projects is vital to workplace productivity.

https://books.google.com/books/about/IT_success.html?id=w4lVdkBcczwC&hl=en

At the same time, because ad hoc requests can combine perspectives and ideas from unexpected sources, they can actually foster innovation if there is a way to capture share and repeat the results elsewhere within an organization.

http://sloanreview.mit.edu/article/the-collaborative-organization-how-to-make-employee-networks-really-work/?

8. Of the total number of projects your team handles, estimate how many are based on non-planned or ad hoc requests

0-24%   75-100%   50-74%

5.5%

37.1%   23%

34.4%

25-49%
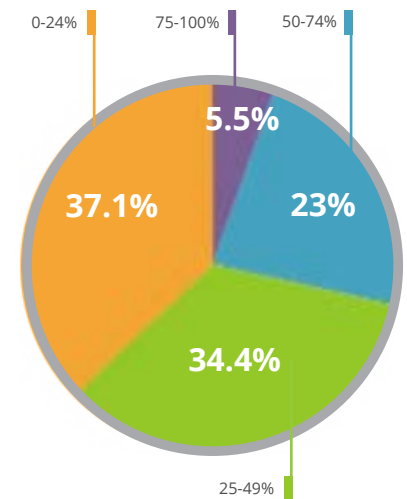
The Value of Collaborative Work Management

Identify new efficiencies, match resources with actual needs and break down cross- departmental silos to accelerate the pace of your business. These are all ways that enterprise work collaboration can add value.

Learn more by watching our informative product tour.

Take a tour

Discover how Clarizen can help you get there by contacting us today.
1 (866) 502-9813 | sales@clarizen.com

About Clarizen

Clarizen is a leader in collaborative work management, bringing together cross-company project management, configurable workflow automation and purposeful collaboration in an enterprise-grade platform. **Visit us today at www.clarizen.com**

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