

## Project Manager Competency Model based on ANP Method in Construction Projects

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**Abstract.** Most developed countries have already accepted ‘Competency’ as the major factor in making management more competitive, therefore they have discovered the importance of Qualification Models and their application to cause human resources growth. Consequently, their aim is to improve the qualification of their human resources, and to reach this end, considering different ways of assessing competence takes precedence. Correct choice of assessment depends on enough resources, factual support, suitable time and of course high level of coincidence of results in assessment with business aims, so it is possible to say that in order to design a robust model of assessing qualification, we are confronted with a process of decision- making with multiple limitations or a problem of MCDM. In this research, we have used ANP method as one of the new MCDM methods to assess qualification because this method raises the possibility to coordinate the effects of correlation and their reactions and simultaneously takes some systematic correlations under a close scrutiny. In this essay, by the help of these methods, we have presented a model that according to it the most significant qualifications of a construction manager has been classified and the

most fundamental of them has been detected in order to find the best manager

**Keywords:** Competency Model, MCDM, Human Resource, ANP.

## 1. Introduction

Companies have always hoped that their managers will bring about their development. That's why they have taken steps to recognize and improve manager's qualifications. This strategy is also known as 'Leading towards Development' or 'Model of Qualified Manager'.

One model consists of a collection of qualifications that are often organized according to its own features such as knowledge, skill and motivation. In 2002, Sinnote shed lights on the model of qualified manager and claimed that a correct and helpful model must aid the workers to discover their own competence, and by the improvement of their capabilities in the recognized fields they could better their activities or even prepare themselves for another occupation. Thus, it is expected that the model must familiarize the incompetent manager with the necessary qualifications to enhance their performance. This model, in most organizations, is likely to ameliorate the situation; however, it would not have the desirable effect on the project-oriented organizations because entering slack period and then gradually getting out of it would increase the project's expenses and brings about a sharp decline in the quality of the work, and even sometimes it brings the economic justification of the projects into question. As a result, a qualified manager who leads the project towards the correct path is needed in the project-oriented organizations to begin with. Considering the point that one of the most important project-oriented organizations that covers a large area of market, and its rise or fall brings about national and even international consequences is construction projects, in this essay we aim at selecting the most qualified manager in these companies. To design this model, ANP (The Analytic Network Process) method is used as one of the new ways of problem-solving methods of MCDM (Multi Criteria Decision Making).

## 2. Problem Definition

Since late 1980s and after the advent of TQM, projects that match the factors below are considered to be successful:

- Finished on time.
- Done within estimated cost.
- Final quality is the same as promised quality.
- Appreciated by the customers.
- Makes the customers loyal to the company.

According to this definition, not only should we expect to rarely succeed in the projects, but also we may witness recession and a decline in the amount of investment in the housing section and construction project, which is one of the most fundamental factors in development. Construction projects usually face either timing or finance failure. There is a huge difference between what is first presented and what is considered to be the final product. Then, managers are accused of both being incompetent to get fully acquainted with the market, and even incapable of correctly presenting the plans. In this case, then people grow suspicious about the market and they become quite dissatisfied with the company's performance. In this situation, selecting a manager who can decisively run the organization and lead the company towards the right path is of paramount importance. To reach this end, in this essay, by thoroughly comparing the questionnaires that were given to the members of the board in two different companies, a model is presented that results in identifying the most qualified and most competent manager and also distinguishes between the competent managers and incompetent ones.

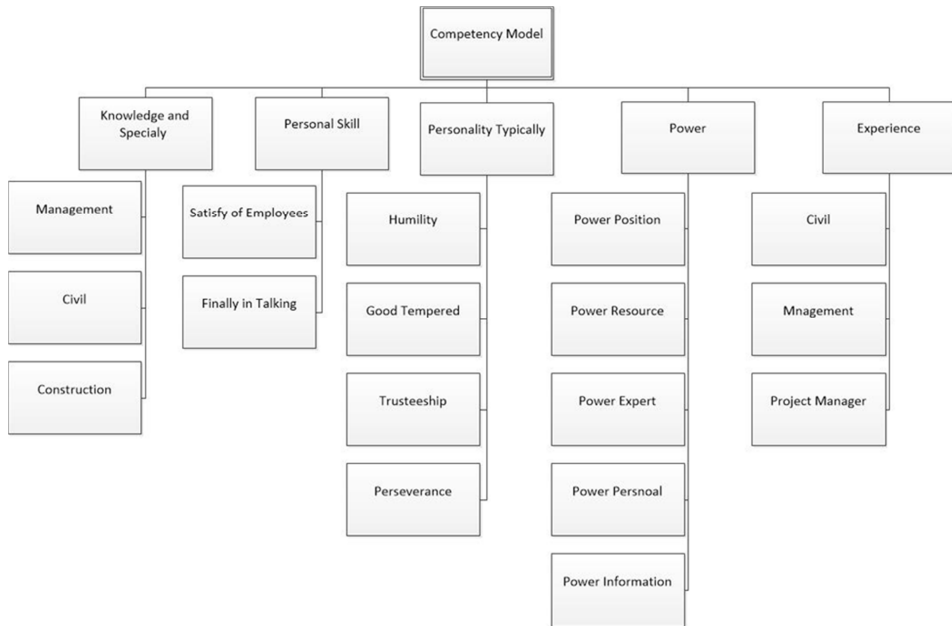
## 3. Method

In order to design a model for a competent manager in the construction projects, it is a necessary step to find out more about the manager's responsibilities in the projects, and this is achieved via gathering correct systematic knowledge of the projects, region, environment and their reception. After gaining the necessary knowledge, the manager's activities can be analyzed from both managerial and personal dimensions. Due to the possibility of subjectivity of the testes, because their notions are formulated in accordance with their positions, we have used scientific research instead of the interviewing and questionnaires to single out the

most suitable and competent manager. Moreover, we can also find these factors by examining the past records of the successful managers of the projects. That's why we have investigated through the conventional and rather ancient texts and also have examined the successful projects. It deserves mention that after detecting and classifying these factors based on ANP, by the use ideas of the pioneers, we have ranked these factors and finally we have chosen the most basic factor of competence of the qualified manager. After each presentation, if the questionnaires lacked less than 0.1 adaptations, in order to improve the opinions, they were returned to the testes and this was done till the amount of adaptation reached less than 0.1. Selecting the competent manager, as one of the most serious problems, is not only confined to the present time, but it was also high on the agenda in the past. 3. Different tales of the past indicate that project management is deeply rooted in thousands of years ago, since the Pyramids of Egypt. Therefore, one way to identify the qualified manager is to examine the main historical resources and delve into the issue to find out about the reasons of their success. Among these resources, the Quran is used as the most authentic ancient resource because it is the most reliable. Among the ancient books that tell the tales of the past, the Quran, because of its nearness in time to the era of these tribes, is more reliable than the other resources. One of the considerable subjects in the Quran that has drawn researchers' attention is the characteristics of the qualified manager.

**Table 1.** Identified Criteria

Code	Factors
C1	Personal skills
1-1	Satisfy of employees
1-2	Finality in talking
C2	Personal Typicality
2-1	Humility
2-2	Good tempered
2-3	trusteeship
2-4	perseverance
C3	Power
C4	Knowledge and Specialty
C5	Experience



#### 4. Findings

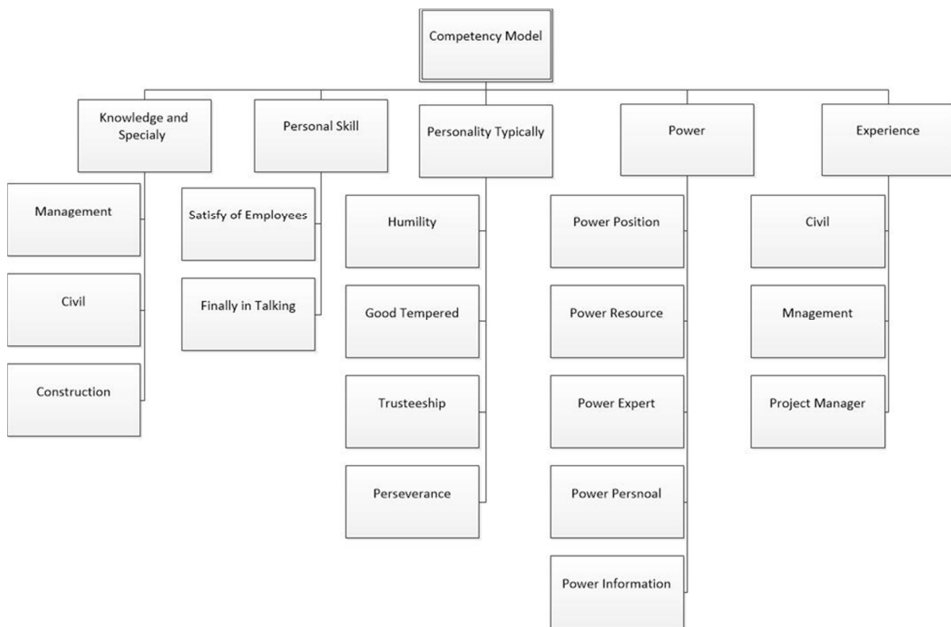
After the detection of factors via both scientific and conventional methods and also by gathering the testes to brainstorm ideas in each company, our classification resulted in the Table 2 below.

**Table 2.** Identified Criteria

Code	Factors
C1	Personal skills
1-1	Satisfy of employees
1-2	Finality in talking
C2	Personal Typicality
2-1	Humility
2-2	Good tempered
2-3	trusteeship
2-4	perseverance
C3	Power
3-1	Position power
3-2	Resource power
3-3	Expert power

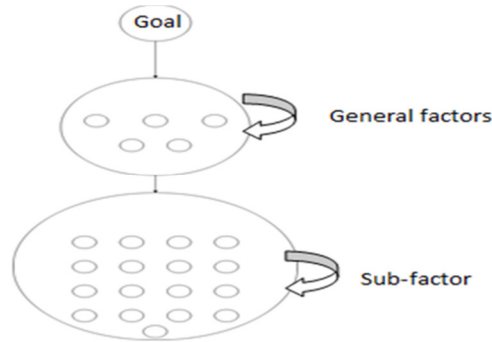
Code	Factors
3-4	Personal power
3-5	Information power
C4	Knowledge and Speciality
4-1	Management knowledge
4-2	Civil knowledge
4-3	Construction knowledge
C5	Experience
5-1	Civil Experience
5-2	Management Experience
5-3	Project manager Experience

According to the table above, a competency model made by this type.



**Figure 1.** ANP for Competency Model

According to the figure.1, a complex pattern to determine the qualifications is extracted. In this stage, therefore it is necessary to specify the general structure of the super matrix or the initial super matrix according to the structure of the pattern (Figure. 2).



**Figure 2.** ANP for Competency Model

To choose the most effective factor in the selection of the competent manager, MCDM methods must be used. The most significant of these methods are “Hierarchical Analysis” and “Network Analysis”. Unlike Hierarchical analysis, in which there is a one-way relation between the criteria, sub-criteria and the options, in Network analysis, in addition to Hierarchical relation, there could be, in some sections of the model, direct relations between the criteria and the sub-criteria. In this model, these relations are also possible. These relations have been created by brainstorming.

**Table 3.** Dependence Between General Factors

Factors	Personal skills	Personality	Typically	Power	Knowledge and Specialy
Personal skills					
Personality					
Typically					
Power					
Knowledge and Specialy					

In order to break this model down by the help of ANP method, first it is essential to compare their relations of the main criteria with one another and with sub-criteria and finally we must get to compare the pair relations between the sub-criteria with one another. Then we must control the matrix adaptation, and in the end we must deal with the

creation of the asymmetrical and symmetrical super matrix and the super matrix of limitation. According to table.3 that demonstrates the relation and the dependence between the criteria and the sub-criteria, the structure of the initial super matrix could be demonstrated as the following table 4.

**Table 4.** Structure of Super Matrix

Factors	Sub factors	General-Factors	Goal
Goal	0	0	0
General factors	W21	W22	0
Sub factors	0	W32	W33

By considering the structure of the initial super matrix, each one of the necessary matrixes has been calculated and in each stage, after making sure of the adaptation of the pair comparisons of the matrix, for each, its special vector is then estimated. It is necessary to mention that, all the matrixes are calculated first by using the first residing board's ideas and then by the second residing board's ideas. So, in order to simplify the results demonstration, we only show the first residing board's opinions and results, then the comparisons between the ideas of each group will be shown. For compare of general factors, we use from Saaties quantity. In this stage questioning is as the following:

‘What is the ratio of the individual skills to personal characteristics to select a competent manager.’

**Table 5.** Even Compare Between General Factors

Factors	Personal skills	Personality	Typically	Power	Knowledge and Specialy
Personal skills	1				
Personality	0.48	1			
Typically	1.75	1.44	1		
Power	2.52	2.29	0.79	1	
Knowledge and Specialy	2.62	2.08	0.79	1	1



According to the table above and the amount of the matrix adaptation, matrix W21 is achieved.

$$W21 = \begin{vmatrix} 0.14 \\ 0.11 \\ 0.25 \\ 0.25 \\ 0.25 \end{vmatrix}$$

In order to design the W22 matrix, for the inside relations of the main criteria, we must compare the criteria in pairs. How the question is asked is as it is followed: ‘what is the relative importance of personal characteristics to experience when the personal skills are being controlled?’

So we earned 5 different matrixes and after checking compatibility rate for every matrix, we achieved W22..

$$W22 = \begin{vmatrix} 0.15 & 0.14 & 0.11 & 0.13 & 0 \\ 0.175 & 0.32 & 0.45 & 0 & 0.1 \\ 0.35 & 0.26 & 0 & 0.19 & 0.41 \\ 0.325 & 0 & 0.12 & 0.31 & 0.2 \\ 0 & 0.28 & 0.32 & 0.37 & 0.29 \end{vmatrix}$$

After the pair comparisons of the dependence of the following sub-criteria of the main criteria, matrix W32 is achieved.

**Table 6.** Dependence Between Sub-Factors and Factors

Factors	Personal skills	Personality	Typically	Power	Knowledge and Specialy
Satisfy of employees	0.5	0	0	0	
Finality in talking	0.5	0	0	0	
Humility	0	0.0.39217	0		0
Good tempered	0	0.0.194534	0		0
trusteeship	0	0.0.344257	0		0
perseverance	0	0.0.521991	0		0
Position power	0	0	0.0.336236	0	0
Resource power	0		0.0.271044	0	0

<b>Factors</b>	<b>Personal skills</b>	<b>Personality</b>	<b>Typically</b>	<b>Power</b>	<b>Knowledge and Specialty</b>
Expert power	0		0.0.39272	0	0
Personal power	0		0	0.0.66823	0
Information power	0		0	0.0.1750	0
Management knowledge	0	0	0	0.0.156741	0
Civil knowledge		0	0	0	0.0.254896
Construction knowledge		0	0	0	0.2450
Civil Experience		0	0	0	0.195004
Management Experience		0	0	0	0.1410
Project manager Experience		0	0	0	0.164

We found 17 sub-factors for 5 general factors. We show dependence between sub-factors in table 7. These dependences are shown with comparable Matrixes head.

In order to calculate the super matrix of the limitation we must follow the steps below. Despite the fact that all the comparable matrixes in the structure of the Asymmetrical super matrix, W32, W22, W21, W33 have already been calculated and their adaptation has been controlled, it is possible that by replacing these matrixes in the initial super matrix , we calculate the asymmetrical super matrix. Now, this asymmetrical matrix must be changed into a symmetrical matrix that the total of its figures in a column must equal one. In order to change the asymmetrical matrix to a symmetrical one we must multiply the asymmetrical super matrix by the clustering matrix. The clustering matrix reflects the level of the efficacy of each cluster to accomplish the goals of our study. The clustering matrix is achieved via the pair comparison of the clusters in the structure of the initial super matrix. Based on the Saati suggestion to estimate the importance of the clusters in the initial super matrix, it is necessary to calculate the clustering matrix in a way that its column clusters are considered to be the controlling elements. In other words, we

must draw a pair comparison between the column clusters, which are not zero, in one column in the initial asymmetrical matrix to figure out the vector of the importance for each column cluster and in the end by mixing up the vectors of each cluster, the clustering matrix is achieved. By taking the structure of the initial super matrix into observation, we can understand that only in the column cluster related to the main criteria one cluster must be compared to a cluster of the sub-criteria. Therefore, the Table. 8 below is created.

**Table 7.** Dependence Between Subfactors

	Satisfy of employees	Finality in talking	Humility	Good tempered	trusteeship	perseverance	Position power	Resource power	Expert power	Personal power
Satisfy of employees	0	0	0	0	0	0	✓	✓	✓	✓
Finality in talking	0	0	0	0	0	0	✓	✓	✓	✓
Humility	0	0	0	0	0	0	0	0	0	0
Good tempered	0	0	0	0	0	✓	✓	0	0	0
trusteeship	0	0	0	0	0	0	✓	0	0	0
perseverance	0	0	0	✓	0	0	0	0	0	0
Position power	✓	✓	0	✓	✓	0	0	0	0	0
Resource power	✓	✓	0	0	0	0	0	0	0	0
Expert power	✓	✓	0	0	0	0	0	0	0	0
Personal power	✓	✓	0	0	0	0	0	0	0	0
Information power	0	0	0	✓	0	0	0	0	0	0
Management knowledge	0	✓	0	0	0	0	0	✓	0	✓
Civil knowledge	0	✓	0	0	0	0	0	0	✓	0
Construction knowledge	0	✓	0	0	0	0	0	✓	✓	0
Civil Experience	✓	0	0	✓	0	0	0	✓	✓	0
Management Experience	✓	✓	✓	0	0	0	0	✓	✓	0
Project manager Experience	✓	✓	✓	0	0	0	✓	✓	0	✓

**Table 8.** Even Compare

Factors	General factors	Sub factors	Special vector
General factors	1	1.912	0.656
Sub factors		1	0.344

$$W = \begin{pmatrix} 0 & 0 & 0 \\ 1 & 0.656 & 0 \\ 0 & 0.344 & 1 \end{pmatrix}$$

Now in order to calculate the symmetrical super matrix, we must multiply each column cluster in the asymmetrical super matrix by the relative vector of importance of that cluster. This symmetrical super matrix is coincidental, which means that the total of its figures in a column equals one. For earn of super matrixs of limitation, we power them. In this situation we earned super Matrix of limitation. In this article we made super matrix of limitation for W21 in power 48 and super matrix of limitation for w22 in power 53. After that we normalized super matrixs of limitation. You can see importance of vector for W1 and W2 in below.

Satisfy of employees		0.062187		0.0501002
Finality in talking		0.098295		0.075150301
Humility		0.027081		0.008016032
Good tempered		0.032096		0.043086172
trusteeship		0.001003		0.003006012
perseverance		0.006018		0.007014028
Position power		0.043129		0.039078156
Resource power		0.115346		0.107214429
Expert power	W 2	0.060181	W 1	0.05511022
Personal power		0.035105		0.074148297
Information power		0.117352		0.139278557
Management knowledge		0.051153		0.083166333
Civil knowledge		0.041123		0.051102204
Construction knowledge		0.041123		0.068136273
Civil Experience		0.033099		0.039078156
Management Experience		0.085256		0.04008016
Project manager Experience		0.150451		0.117234469

Analysis of the deciding factors in selection of the qualified manager shows the most important factors in both residing boards' ideas.

## 5. Conclusion

The comparison of the results shows that both groups believe that the most important factor in selection of the project manager is Power.

Also among the 17 sub-criteria, both groups believe that experience of project management and also the political powers are the most important factors. Although there are some disagreements in the order of the sub-criteria, we can consider the aforesaid order as the right order. Therefore, it is possible to say that in order to lead a project towards the path of success, a qualified manager is the one who first has the experience of similar project management, then is capable enough to get the residing board to trust him so that he can play a crucial role in decision making. And above all, he must be able to handle the political power and preserve the trust bestowed on him. Political power is mostly preserved than gained. Of course, being appointed as the CEO of the project means that you have gained some influence, and therefore what is of significance here is the manager's discretion, and his ability to turn the situation to his own advantage, to extend his jurisdiction over the work and to preserve the power and his current position that is granted to him. Conspicuously, if further research is carried out on the sub-criteria and their methods of creation in people, we can develop the most competent managers in the future. It is highly recommended that in order to become successful in this field, future projects deal with the model designing of the behavioral characteristics of the managers in relation to the members of the residing board.

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