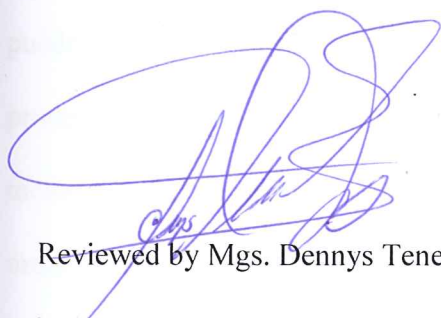


## ABSTRACT

The design offices of Engineering and Architecture are organizations that are dedicated to the design and development of civil works projects. These offices aim to translate the client's needs and requirements into the project. There are working groups in charge of various activities which will create formal or informal organizations. Social network analysis (SNA) has been used to characterize informal organizations as social networks. On the other hand, the performance of these offices is measured with key performance indicators (KPI). It is necessary to know the relationship between their configuration and their performance to manage these informal organizations, however, there is not enough information about this topic. This research aimed to establish whether there is a relationship between the KPIs of the design offices and the conditions of their informal organizations. A correlation analysis between these two aspects was performed. It was determined that there is a correlation between some conditions of the informal organization and the efficiency in the development of the project, among others.

**Keywords:** Social network, indicators, SNA, efficiency, addressed network, unaddressed network, KPI.



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