



**CENTRE OF STUDIES FOR QUANTITY SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING  
UNIVERSITI TEKNOLOGI MARA  
CAMPUS SERI ISKANDAR**

**THE COMMUNICATION BARRIER AMONG PROJECT  
TEAMS IN CONSTRUCTION PROJECTS**

Dissertation submitted in partial fulfilment of the requirement for the award of Bachelor of  
Quantity Surveying (Honours)

**PREPARED BY:**

**NUR DHIA INSYIRAH BINTI OTHMAN (2020884408)**

**SEMESTER: MARCH 2022 – AUGUST 2022**

## **ABSTRACT**

This research focuses on the role of communication barriers disruption in the reflected expansion of the construction industry. Contractual disputes between the contractor and third parties (consultant and owner), bad consulting experience on the part of the consultant, collaboration, and cooperation issues on the part of the contractor with third parties are all issues that contractors confront in the construction industry. The construction industry affects not only the environment but also social and economic sectors. The concern is towards the variables elements of communication that have been adopted in Malaysia. Document standardization will improve the concept of communication skills in any entity. With a proper standardization system, procedure, and policy, the organization's communication will enhance product development, quality, controlling, monitoring, and organizing. The flow of information through proper communication channels and standardized documentation is critical to the success of any project (Burke, 2003). This research aim is to enhance the management of communication flow among the projects team. The research methodology tools were designed via questionnaires which will obtain the response among the project teams. Besides, using a survey as the research method, descriptive analysis, mean and standard deviation will be used to interpret the primary sources with the help of SPSS software. This study demonstrates that the practical, sustainable implementation of communication in construction will significantly impact the environment, society and the economy. This approach would benefit from modern technologies without sacrificing the quality or standard specifications of buildings themselves. Malaysia is still in its infancy for sustainable development. Thus, to achieve sustainable construction in Malaysia, the industry needs to commit all players especially true for entrepreneur.

## **ACKNOWLEDGEMENT**

In the name of Allah, the Most Gracious, the Most Merciful. I want to praise Allah SWT with the greatest and the Most merciful for giving the blessing to me to complete this final year project. Above and beyond, this final year project would not be completed without proper guidelines or guidance from the people around me. Peace upon Prophet Muhammad S.A.W.

This research study was written as a requirement for the Final Project at the Faculty of Architecture, Planning, and Surveying at Universiti Teknologi MARA.

Firstly, I would like to express my sincere, and most tremendous appreciation to my final project supervisor for all upkeep in giving me valued guidance, insightful comments, and training throughout this final project development. Besides, I would like to thank my lecturers for their continuous support and encouragement towards my final project.

Next, I dedicate this final project to my beloved parents and family members for the devotion, education, and endless pouring of love and for never giving me their encouragement and full support to complete my final project. Thank you for the continuous encouragement given when I needed it.

Last but not least, my gratitude goes to all those who agreed to be surveyed and gave me knowledge, views, and experience benefits. I am also indebted to all my friends for their moral support and encouragement while preparing for this final project.

## TABLE OF CONTENT

<b>ABSTRACT .....</b>	<b>i</b>
<b>ACKNOWLEDGEMENT .....</b>	<b>ii</b>
<b>TABLE OF CONTENT .....</b>	<b>iii</b>
<b>LIST OF FIGURES.....</b>	<b>x</b>
<b>LIST OF TABLES .....</b>	<b>xi</b>
<b>CHAPTER ONE.....</b>	<b>1</b>
<b>1.1 OVERVIEW.....</b>	<b>1</b>
<b>1.2 BACKGROUND OF THE STUDY .....</b>	<b>3</b>
<b>1.3 PROBLEM STATEMENT.....</b>	<b>4</b>
<b>1.3.1 Lack of language understanding in communication.....</b>	<b>4</b>
<b>1.3.2 Experience of poor communication on sites .....</b>	<b>5</b>
<b>1.3.3 Environmental pressure on performance .....</b>	<b>6</b>
<b>1.3.4 Surge supply of foreign workers in construction.....</b>	<b>7</b>
<b>1.4 RESEARCH AIM .....</b>	<b>8</b>
<b>1.5 RESEARCH QUESTIONS .....</b>	<b>8</b>
<b>1.6 RESEARCH OBJECTIVES .....</b>	<b>9</b>
<b>1.7 SCOPE OF RESEARCH.....</b>	<b>9</b>

# CHAPTER ONE

## INTRODUCTION

### 1.1 OVERVIEW

Construction industry is vital for any country as it can improve a country's economy. For the economy and the environment, the construction industry must be sustainable. Hamid et al., 2009 stated that the construction industry is a significant contributor through a multiplier on other industries. There is a significant relationship between project success and team building, in which team building moderates the effects of transformational leadership on project performance to some extent (Aga et al., 2016). As a result, the construction industry can be regarded as an essential economic driver in developing a country, especially Malaysia. The issue of communication barriers among foreign workers is not new in Malaysia's construction industry. Since the mid-1980s, we can see the upsurge of foreigners into the country open up too many opportunities for them to work in various sectors, including labour or construction teams (Salleh et al., 2012). This influx of foreign workers into various sectors, including construction, has created various languages.