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**THE QUALITY OF WORKMANSHIP IN NEW-BUILT
DOUBLE-STOREY HOUSES IN KELANTAN**

Dissertation submitted in partial fulfilment
of the requirements for the award of
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ABSTRACT

Construction industry involved many parties in executing the project which are clients, consultants, managers, labours and many others that contribute to many job opportunities and increase in the economy. However, most of the construction projects in Malaysia does not produce high-quality buildings due to several reasons regarding labour. Poor quality of work on construction projects is a common phenomenon throughout the construction industry. Additionally, the housing projects is the type of building that have problems such as defects due to the low quality of workmanship. This problem occurs due to the lack of training, lack of experience and expertise among labour, poor project management, lack of communication, and insufficient construction equipment. This research is to investigate the quality of workmanship in new-built double-storey houses in Kelantan. The objective is to identify the criteria of quality workmanship for new-built double-storey houses, to analyse the quality of workmanship for new-built double-storey houses in Kelantan and to recommend the solution of quality workmanship for new-built double-storey houses in Kelantan. This research is conducted based on a thorough review of the literature review and quantitative method using questionnaires as an instrument. To achieve this, the questionnaires were distributed to the residents of new-built double storey houses at Kota Bharu and Pasir Mas, Kelantan. A total 100 respondents were involved in this questionnaire analysis. The average mean was analysed by using the latest version of Statistical Package for the Social Science (SPSS) version 28.00. The results from the SPSS showed that had successfully assigned average mean to all objectives. The result of this study is beneficial for the contractor and residents of new-built double-storey houses.

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CHAPTER 1

INTRODUCTION TO RESEARCH STUDY

1.1 BACKGROUND OF RESEARCH

The construction industry is the most important sector that can contribute to the growth of the economic in a country. This industry involved many parties to execute the project which are clients, consultants, managers, labours and many others that contribute to many job opportunities and an increase in the economy. However, most of the construction projects in Malaysia do not produce high-quality buildings due to several reasons regarding labours. Mydin et al. (2014) stated that poor quality of work on construction projects is a common phenomenon throughout the construction industry. Additionally, the double-storey houses projects are the types of building that also have problems such as defects due to the low quality of workmanship. This problem occurs due to the lack of project management, lack of experience and expertise among labour. This research is to investigate the quality of workmanship in new-built double-storey houses in Kelantan.

1.2 PROBLEM STATEMENT

The Minter (2016) stated that the newly built house is defined as a building that is built within the defect liability period (DLP). The defect liability period is from 1 years to 2 years in Malaysia. The new homes today need to be built according to the latest building materials, techniques and products (New Home Source, 2021). This is to achieve the client's requirements and their expectation will be met. The condition of newly built houses must be high quality in the aspect of design criteria, building durability, aesthetic values and also can have a life-long span due to the building is a place that provide shelter to the people. The client's expectation towards the newly