

PROGRAM OF QUANTITY SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECHNOLOGY
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA PERAK BRANCH

**THE DISPOSITION TOWARDS SOFTWARE APPLICATIONS
ACCEPTANCE AMONG THE QUANTITY SURVEYORS IN
PENANG**

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Bachelor of Quantity Surveying (Honours)

NUR NAJIHAH BINTI SHAIK HUSSEIN

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ABSTRACT

In the modern era, the job's scope for the Quantity Surveyor has diverged in various job sectors. It is included in the areas of construction companies in public sectors and private sectors, educational organizations, financial organizations, and other related industries. Today, the Quantity Surveyor professionals need to move forward from their usual roles and responsibilities in order to meet clients' demanding expectations. Hence, the Information and Communication Technologies (ICT) has been introduced to ease the task of a Quantity Surveyor. This ICT application is an important step that the Quantity Surveyor needs to go through to ensure their visibility in the industry. Therefore, this research focus on the disposition towards the software applications acceptance among the quantity surveyors in Penang. In order to achieve the aim of this research, some objectives are defined as follows. To identify the types of software application used by the Quantity Surveyors. To determine the effect of the use of software application in the Quantity Surveying delivered in Malaysia. To determine the factors hindering the use of software application by the Quantity Surveyors. Moreover, the research methodology will be used as a guide to the analysis that will be carried out in a cohesive way to achieve the aim and the objectives. Next, the questionnaires were distributed and completed by seventy-four respondents from consultant firms, contractor firms, and developers. Research findings indicated that the majority of the Quantity Surveyors use ICT, and the top three software application are the Microsoft Excel, DimensionX and Binalink. The findings also suggest that the usage of software application would enable the Quantity Surveying services to enhance their quality of works in the construction industry. Although there are many benefits of ICT in the construction industry, there are always going to be problems associated with those benefits. The findings shows that there are several barriers faced by the Quantity Surveyors when applying the software application. The barriers are the high cost of the software (the installation cost, the annual licensing cost, and the maintenance cost), lack of experiences using the software application, rate of virus attack leading to loss of data and capable of leaking the security data. As a result of the above, it can be concluded that the usage of software application had a favorable impact on the quantity surveying's services. This research outcome also provides as a guideline for the rapid evolution of ICT in construction industry as it required more continuous research in order to identify the latest issues in this challenging environment.

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TABLE OF CONTENTS

ABSTRACT	i
ACKNOWLEDGEMENT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	vi
LIST OF FIGURES	vii
LIST OF ABBREVIATIONS	vii
CHAPTER 1: INTRODUCTION	
1.1 Background of study.....	1
1.2 Problem Statement.....	3
1.3 Aim of the Study	4
1.4 Research Objective	4
1.5 Research Questions.....	4
1.6 Scope of Study.....	4
1.7 Research Methodology	5
1.8 Outline of Tentative Chapter.....	7
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	8
2.1.1 Definition	8
2.1.2 History of Quantity Surveying	9
2.1.3 History of ICT.....	10
2.2 The types of Software Application used by Quantity Surveyors	11
2.2.1 BIM.....	11
2.2.2 RIPAC	11
2.2.3 COST X.....	12
2.2.4 Microsoft Excel	12
2.2.5 DimensionX	12
2.2.6 Buildsoft.....	13
2.3 The effects of the use of software application in Quantity Surveying	13
2.3.1 Advantages of using software application in Quantity Surveying Practices	13
2.3.2 Disadvantages of using software application in Quantity Surveying Practices	15
2.4 The factors hindering the use of software application by QS	16

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

A country's well-being is related to its economic growth where all the sectors such as primary (raw materials), secondary (finished goods), tertiary (service sector), and quaternary (education and research and development), contribute to secure the economy. The secondary sector that related to the construction industry has prime importance that signifies the well-being, health, and quality of life for the country's citizens. According to (CIDB,2015), the construction industry is important to the development of Malaysia as it contributed 4% to the Malaysian Gross Domestic Product (GDP) and expected to rise until 5.5% in 2020. Furthermore, it is stated that more than 120 industries depended on the construction industry. In addition, it provided employment opportunities to more 1.2 million registered workers. As we know, there are many stakeholders in the construction industry, such as clients, operational teams, and construction professionals. The professionals involve in the construction industry are architects, engineers, planners, and surveyors. Moreover, a Quantity Surveyor is part of the professionals that is responsible in managing the budget of a project as well as helping to ensure that the construction project is completed within its projected budget.

A Quantity Surveyor is a profession that involved in the construction industry. This profession emerged in the United Kingdom around the 18th century. At that time, the task of a quantity surveyor solely focused on estimation and valuation after the construction of the building. In Malaysia, quantity surveying was being recognized in the early 1930s as the immigrants from the United Kingdom migrated to Singapore. The Waters and Watson was the first Quantity Surveyor firm in Singapore and was established in 1932 and was ended in 1942 due to the World