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CRITICAL FACTORS THAT INFLUENCED THE PERFORMANCE OF CONSTRUCTION WORKERS IN PERAK

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ABSTRACT

The construction industry faces challenges with regard to problems associated with construction productivity and the problems are usually associated with the performance of labour. The performance of labour affected by many factors and usually linked to the performance of time, cost and quality of construction project. Meanwhile, the study on identifying and evaluate factors influenced the performance of labour has been done in the last decade, however, a deeper understanding is still needed to improve the performance of labour in order to increase the construction productivity. This study conducted with the aim to identify the critical factors that influenced the performance of construction workers in the construction industry in the state of Perak, hence to provide some recommendation to overcome the problems. A survey was conducted on 167 respondents who involve in building works in Perak using a self-administered questionnaire. The data was analysed using a Statistical Package for the Social Science (SPSS) software version 25.0. The results showed that the respondents agreed on 20 factors that may influence a workers' performance. The most critical factor that could influence the performance of construction worker is lack of labour experience, and the significance key action that can be taken by a contractor is to improve on work planning layout. Therefore, the action that can be taken to improve the performance of the construction workers on the construction site can also increase the construction productivity. As a conclusion, the finding of the research may assist contractor to better understand the factors that may influence the performance of construction workers in future.

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CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

Building construction is the pioneer sector in the construction industry that achieves a high growth rate during the last decades and plays an important role in socio-economic development (Thomas and Sudhakumar, 2014). Due to increasing demand for building construction, numerous jobs for skilled and unskilled labour produced in Malaysia labour force. According to Jarkas et al. (2012), the construction industry is a labour incentive industry. Therefore, labour performance definitely will affect the profit of a construction project.

The labour performance is affected by many external factors like time schedule, assigned budget, and required quality. Motwani et al. (1995) stated that identification and evaluation of factors affecting labour performance are serious issues which are faced by project managers during the execution of a project. To achieve the income expected from any construction project, it is important to have control of the productivity factors that contribute to the integrated composition of production, such as labour, equipment, plants and cash flow.

Labour performance is important when a contractor has the desire to improve the efficiencies and effectiveness of labour to generate more output from the labour hence, more profit. Unfortunately, it seems that contractors are struggling to increase their labour performance in construction projects. The identification and evaluation of factors affecting labour productivity at construction have been done in the last decade across the world such as Factors Relating to Labour Productivity Affecting the Project Schedule Performance in Indonesia (2011), Factors Influencing Construction Labour Productivity: An Indian Case Study (2014) and Factors Affecting Labour Productivity on Building Projects in Zimbabwe (2014).