

**CENTRE OF STUDIES FOR QUANTITY SURVEYING  
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UNIVERSITI TEKNOLOGI MARA CAWANGAN SARAWAK**

**CONTRACTOR'S PERCEPTION TOWARDS  
COMMUNICATION BARRIER AT CONSTRUCTION SITE**

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

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## AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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## **ABSTRACT**

Construction industry is a massive and complex industry that involve huge number of people in a project. Interaction between parties is important in order to convey the needs of the clients. One has to communicate clearly in order for the parties to understand. Communication is the key to success. It is crucial for the parties involved to understand what the client wants because once the information delivered is unclear, it would definitely cause barrier in communication. The sender needs to clearly understand the message before conveying it to the receiver. Previous research has proof that communication barrier could cause dispute and also project delay. The aim of this research is to study the perceptions of contractors on barriers of communication at construction site. It is also to explore the effect of communication barrier on construction site, to identify the communication barrier on construction site and to provide solution to overcome the communication barrier at construction site. A survey questionnaire was conducted with a respondent of Contractors Grade 7. There were 54 questionnaire distributed to the contractors. The survey was distributed through google form. The data is analyzed by using mean and frequency method. The result shows that the communication barrier that exist on site was due to misunderstanding between parties involved. Also, the effect of communication barrier on site could leads to conflict between parties. Once the barrier is identified the potential solutions needs to be discover. Hence, the potential solution that could help overcome communication barrier is by having a meeting face to face with the parties involved. Overall, it can be concluded that the communication barrier occurs due the construction industry players itself. Hence, it is very important that the parties need to have a good communicating tool in order to eliminate barriers in communication.

Keywords: communication barrier, perception, construction site.

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# CHAPTER 1

## INTRODUCTION

### 1.0 BACKGROUND OF STUDY

Construction industry is an enormous sector that involve countless number of parties which carries different task. Construction is one of a massive economic sector and it is incredibly vital in all economics (Alkhatami, 2005). The construction is said to be as the most adverse field due to its nature of complexity (Hai, Yusof et al, 2012). For a long time, a construction project frequently suffered from high fragmentation, huge waste, less productivity, cost, extension of time, disagreements and dispute.

Construction industry structure a complicated environment of communication by cause of its unique nature (Renault, 2016). Project Management Institute (2013) defined communication as an information which moves from one point to another in an organization. Also, communication is defined as a process of where information is encoded and imparted by a sender to a receiver via a channel/medium (Vasanthi, Abu Hassan, 2011). Once the receiver decodes the message, the sender will be received feedback from the receiver.

Communication holds an important medium for a construction project. It demands an effective communication channels to enable the information to be delivered and understood. It is essential for the consultant team to understand what the client wants and delivered the information to the contractors. In a construction sector, communication it said to be a fundamental role for dispute and obstacle that occurs (Pérez Gómez-Ferrer, 2017).